

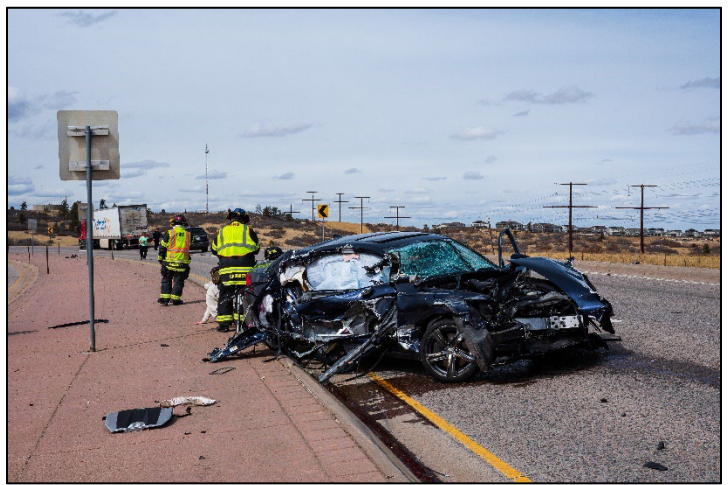
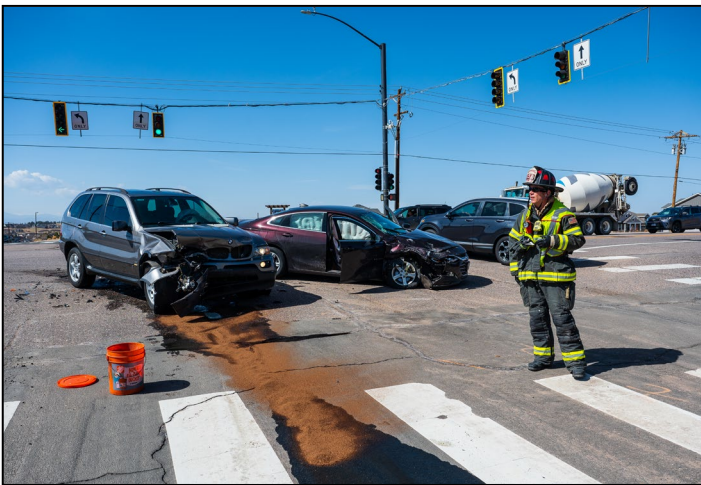
# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## March 2022 Monthly Report

**Department News:** Below are pictures of two separate motor vehicle crashes and a structure fire.



**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  
**March 2022 ...95.4%**

Of the 44 customer survey cards we received in March, 42 were of the highest overall rating of 5. Two had a rating of 4. Some of the comments we received read; *“So thankful for your help when I was obviously in pain and afraid. Your team was calm, reassuring, compassionate and observant. Efficient, knowledgeable – I felt safe and secure. God bless you all.”* Another read, *“Really nice team! Mitch even came by my room at the hospital to see how I was!”* Another comment was, *“All people who came here were beyond amazing! They were very kind, concerned and so gentle! My 1 year old grandson & 2 year old granddaughter were never afraid. These men were brilliant!! Thank you so much!”*

**Call Statistics**

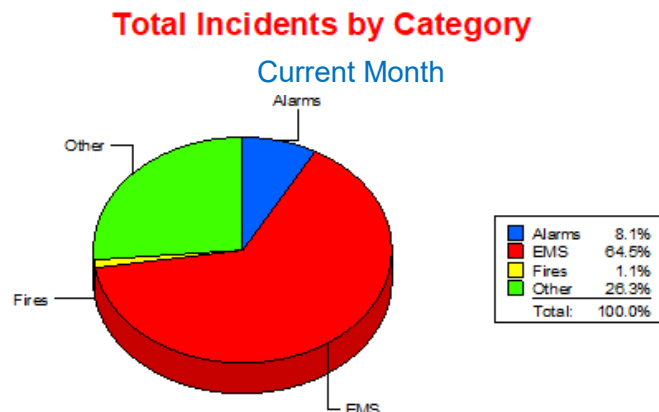
For the month of March, we responded to 567 calls for service. Last year at this time, we responded to 445 calls. This places our year to date calls at 1,694, which is 325 more calls or 19.2% higher than last year. Average calls per day for the month were 18.8.

Of the 567 calls for service in March, 368 of the calls were for EMS. We had 341 patient contacts and transported 272 patients. This time last year, we had 212 transports.

**Fire Calls**

During the month of March, we ran 7 fire calls compared to 7 in March 2021. We had 39 alarm calls, which is 9 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

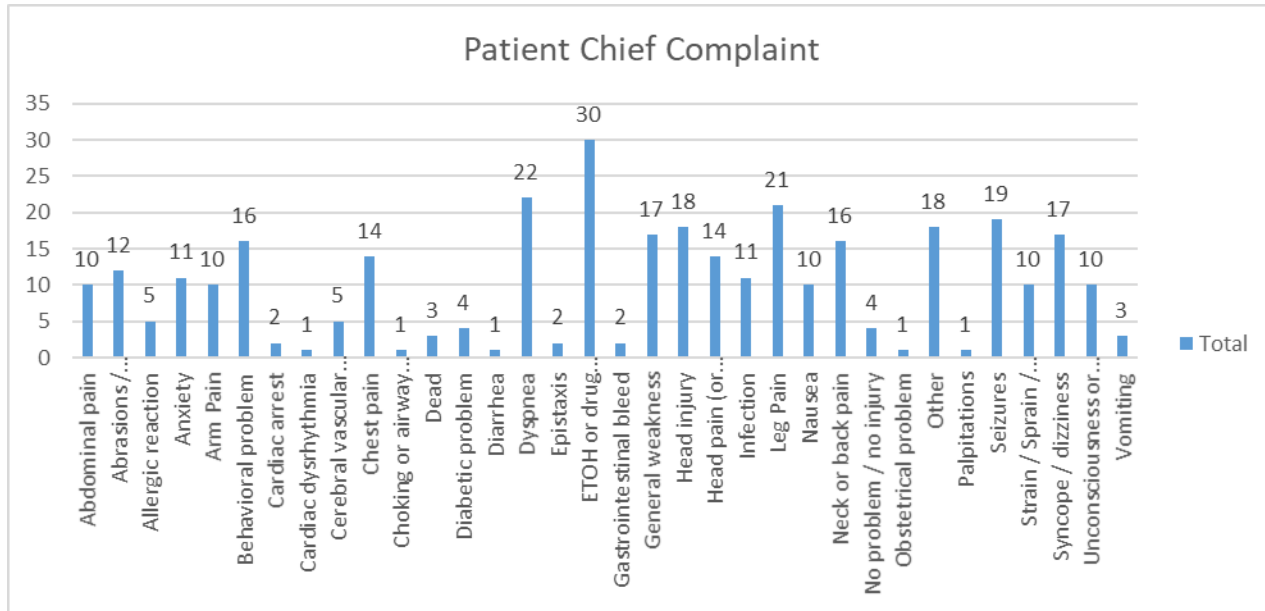
The chart below indicates call proportions for the month of March:



Franktown, Larkspur, and South Metro Fire Departments each transported 1 patient out of our district, this month, 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 March were for alcohol or drug issues with 30 patients. The second most common complaint was for Dyspnea (difficulty breathing) with 22 patients.



**Measurable Outcomes**

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

February 2022...100%      March 2022...100%

Monthly alerts called by crews and follow-up

**Trauma Alerts**      2      Transported to appropriate facility **N/A**  
**Stroke Alerts**      7      Transported to appropriate facility **85.8%**  
**STEMI Alerts**      0      Transported to appropriate facility **N/A**  
**Sepsis Alerts**      5      Transported to appropriate facility **100%**

**Correct treatment, destination, and procedures done**      **93%**

**Significant Incidents:**

- **A Shift:** On March 13<sup>th</sup>, Battalion Chief 151, Quint 151, Medic 151, Medic 153, Engine 154, Engine 152, Quint 155, Engine 153, and Division Chief 151 responded to a Commercial structure fire on Gilbert Street. Upon arrival, found the front door had been kicked in by a neighbor to attempt to retrieve 2 cats. The fire was in the end unit of a 6-unit townhouse

building. The fire was in the kitchen on the stove with extension to the cabinets and walls. The fire was extinguished. One civilian injury (smoke inhalation, refused treatment), and one Firefighter injury during pet rescue (bitten by a feline).




- **C Shift:** On March 15<sup>th</sup>, Quint 151, Engine 152, Medic 151, Bureau 152, and Battalion 151 responded to Baldwin Court for a reported outbuilding fire. Crews found a large shed unattached to the residence fully involved in fire upon arrival. Crews extinguished the fire and worked to overhaul the remaining structure. The fire was determined to be caused by an unattended fire in a wood-burning fireplace in the shed. Nobody was in the shed at the time of the fire. One firefighter sustained a minor hand injury while extinguishing the fire.
- On March 22<sup>nd</sup>, Quint 151, Medic 151, Engine 154, and Battalion 151 responded to Interstate 25 for a pedestrian hit by a motor vehicle. Upon arrival, crews found one patient that was hit by multiple cars at highway speeds. The patient was pronounced dead and the scene was turned over to Colorado State Patrol (CSP). Crews assisted CSP with traffic control and scene preservation.
- On March 27<sup>th</sup>, Quint 155, Franktown Medic 184, Squad 155, Battalion 151, and Douglas County Search and Rescue (DCSAR) responded to the Hidden Mesa Open Space for a reported emergency medical incident. Crews located one patient 1.5 miles from the Pleasant View Trailhead and provided advanced care life support. The patient succumbed to their medical emergency and was pronounced dead. The scene was turned over to Castle Rock Police Department (CRPD). All responding members and other agencies assisted CRPD and the Douglas County Coroner with the extraction of the patient.

**Life Safety Educators:**

The Fire and Life Safety Educators (FLSE) scheduled and participated in several public education events. They also assisted or performed several car seats checks and installations, and began working with our certified technicians to ensure renewal through an approved proxy program. Having in-house proctors has made this portion of the process much more user friendly and efficient. Thanks to the FLSEs for making this occur! Please see their attached report for more information.

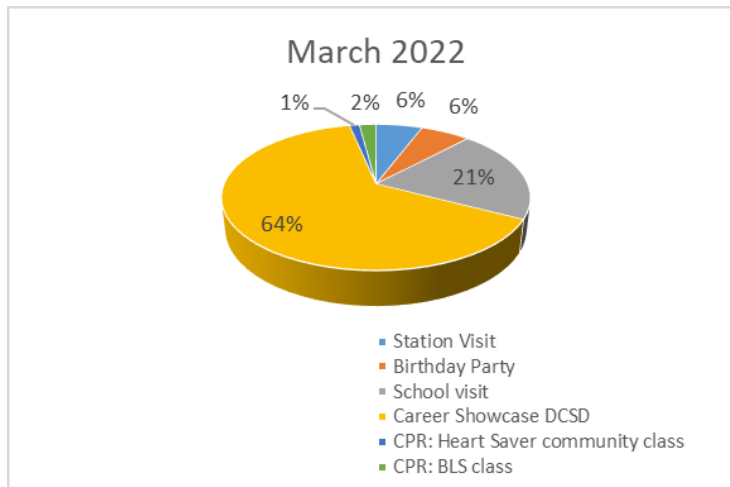
We continue to plan for, and discuss, best practices for upcoming educational opportunities with the CWPP program. We are working through the preliminary plans on our messaging to HOAs as well as the HOA management companies to ensure we communicate a consistent message.

During the month of March, the CRFD Facebook page reached 12,629 people with topics ranging from: two CRFD incident posts, Firefighter Favorite Recipes, academy recruit updates, and a Red Flag Warning. Posts were shared 26 times during the month and post engagements came in at 3,513. The success of this program continues to go to the team on this successful launching.

<b>CRFD Facebook March 2022</b>		
	Followers	2671
	Likes & Reactions	1062
	Page Views	615

The Public Education Team continues to meet and is working to revise the lesson plans and presentations for preschools, and all school age children.

Below is a chart of our educator's activities for the month.



**Deputy Chief Commentary:**

Our call volume continues to increase, when compared year over year. Through the month of March, we have responded to 19.2% more calls for service than last year at this time.

We are continuing to prepare for our site visit for reaccreditation this spring. Among a variety of assignments, this involves updates or reviewing all Standard Operating Guidelines (SOG), Administrative Directives, and department memos. Currently, all of these documents pertaining to the Operations Division have been completed.

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.

We continue to remain current and are complying with any remaining orders and guidance regarding the pandemic at local, state, regional, and national levels as they are updated and revised. We are also continuing to closely monitor the ER divert status. There are still a limited number of ICU and medical/surgical beds available at the facilities we are transporting to in the southern metro area, on a routine basis. As per new state laws regarding prehospital treatments and patient care, we are

now reporting more patient data to the state on a monthly basis. We are complying with all requirements and will be entering this information manually for the time being.

We also continue to work on the transition of data transmission to our new ambulance billing company. There have been some challenges associated with this, however, working with our new vendor, we continue to make progress.

We placed our newest medic unit in service and are going through the process of decommissioning the retired unit.

Our annual physical fitness testing was completed this month for our personnel, with the exception of those currently on light duty. Once they are cleared to return to full duty, they will complete this test.

In March, members were involved in physical fitness for a total of 287.5 hours.



Teaching fire safety and showing equipment on the fire truck and medic unit to a scout troop



## **Administration Division:**

### **Fire Chief Norris Croom**

#### **Key Admin Issues**

We have continued to meet with the developers, internal departments, and other interested parties on the proposed Dawson Trails development. In addition to discussing access and construction related issues, we have also been discussing the need for a site for a fire station as well as potential contributions for construction and apparatus acquisitions. As this project is very fluid, we will continue to work with them on these issues as well as any others that may arise.

March kicked off the 2023 Budget development process. Our intent is to continue to follow the Master Plan as it relates to personnel and station requests, and we will address any other items that have arisen over the past year. Our budget requests have to be submitted by early April with formal budget meetings with Finance to occur in late April and early May.

As noted in Asst. Chief Rollins's report, our site visit for re-accreditation has been scheduled for May 8<sup>th</sup> thru 12<sup>th</sup>. We will be adjusting all schedules accordingly in order to accommodate the peer team and site visit.

Congratulations to Deputy Fire Marshal Rick Young on receiving the Rock Star Award! He was selected by Jon White, our Chief Building Official, for his continued demonstration of the Town's Values. Well done, Rick!



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

We have finished the Escavera HOA mitigation work on Town property. We also met with CR Water to discuss mitigation efforts around their critical infrastructure/key assets (CI/KA), and they will begin working on this effort in the Spring. We will also be meeting with Parks and Open Space to determine priority areas to address in our Very High zones as described in the CWPP.

We are continuing to work with Douglas County OEM on the planning efforts for a wildland fire field training exercise (FTX) on October 1<sup>st</sup>. There are numerous teams and committees working on the planning of this exercise, and we have also committed to participating in the exercise. Stay tuned for more info.

One of the recommendations in the CWPP was to develop an evacuation plan for the Town. This process continued last month, 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 evacuation routes are feasible and/or adjust as needed. One lesson learned from Louisville and the Marshall Fire during their evacuation was the need to shut down the railroad and all exit ramps into the area. As they tried to evacuate Louisville, they still had trains traveling through town that were blocking roads, and they

experienced significant traffic issues with people getting off of Highway 36 to try and find a workaround to get to Boulder. These issues will be incorporated into our plan since we can be directly impacted by both the train and the interstate.

We held our second meeting of the re-design of the Station 155 Memorial. Ms. Alice Greenwald, President and CEO of the National September 11<sup>th</sup> Memorial and Museum in NYC, participated in the meeting and provided a lot of great information for consideration by the team. The number one issue for any memorial is location, so that will be the team's focus for now.

Finally, I attended a webinar hosted by the Federal Highway Administration (FHWA) on Struck By Incidents. The Emergency Responder Safety Institute (ERSI) has contracted with FHWA to track all struck by incidents experienced by any responder. This is the first effort to try and capture all of this data in a single repository as opposed to having to search law enforcement reports, fire reports, EMS reports, etc. to try and aggregate this data. ERSI has done a great job, and hopefully, we will be able to use this data to help drive decisions going forward. For more info, you can visit the site at [www.respondersafety.com](http://www.respondersafety.com).



## **Life Safety Division:**

**Division Chief Brian Dimock**

### **Statistics:**

Inspection Type	Number	Hours
Complaint	1	4.25
Construction	124	100
Correction Notices	6	5
Primary Insp	77	41
Follow-up Insp	76	35.5
Special or Special Event	22	11.75
HazMat/Primary & Data	32	19
Total Inspections	338	216.5

Total occupancies inspected during March – 209 – 8.82% of total occupancies

### **Plan reviews:**

A total of 173 plan reviews (179.2 hours) were completed during the month of March.

Of these plan reviews, 43 were for permits and none of which took the allotted 10-day period. The average amount of days to review was 1.8, and the average time to review all plans was just under an hour. This maintained an average of 7.5 plan reviews a day.

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

Response Assist – 8 responses taking just under 26 hours to complete;

Investigation – 28 entries requiring 27.5 hours of time to complete.

This investigation time included the two multi-family structure and an outbuilding fire that we had this month. Fires were not the only investigation that occurred this month; we also had a couple of hazardous material spills that occurred.

### **Training:**

The division as a whole entered 162.5 hours of training during the month of March. Thanks to the Training Division, we were able to get three FPO's through the Hazardous Materials Operations Level certification training. Congrats to all three, they passed with flying colors!

### **UAV's:**

Total Flights – 29

Total Flight Feet – 98,394

Total Flight Time – 306 minutes

### **Administrative:**

There were a total of almost 26 hours dedicated to handling customer complaints and inquiries.

The division logged a total of 1,137 calls for service for the month. This equated to approximately 164 hours per person of logged hours.

## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

Each March brings the start of the department's annual wildland training, and this month crews spent a lot of time completing the video-based lessons, hands-on training, and the required fitness exam (pack test or run test). Additionally, we'd like to thank LT Mike Moore for teaching the March EMS training on behavioral health.

We've been working hard on all of the pieces for the transition to CMCB, and Firefighter/EMT Geoff Polidoro spent the bulk of the month making a spreadsheet of more than 500 certifications that we are looking to move over. LT Adam Gallegos has also been assigned to help CMCB develop an Incident Safety Officer certification, and we are learning all about how to be part of the system. It is our intention to meet with each crew over the next few months to explain more of the details of CMCB as well as answer any individual questions that might arise.

Our four recruits continue to perform well at the academy, and Firefighter/Paramedic Jake Malone continues his heavy time commitment to being up there several times a week in addition to his regular shift. This past month saw the start of training with live fire, as well as their hazmat operations class. Thank you to the crews of Engine 152 and HazMat 153 for going up and helping the academy!

With the warmer weather, work has picked back up at the Fire Training Center (FTC), and the new roll-up door has been installed on the first floor. There's still a lot more planned for the FTC this year, and the FTC Team is focused on those major improvements. At the North Building, we continue to work on finding a solution to the AV needs in the classrooms, and we have found space to move the EMS training gear from 151. At the South Building, new signs went up in the parking lot designating certain spots for certain reasons...so look for "PSTF Only" if you are stopping by.

In March, crews trained more than 1,863 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

We also:

- Added a command training in Oklahoma City
- Worked on the STO vehicle spec
- Participated in the NFFF Stair Climb

- AENG and ENG assessment centers
- CMCB
- Building project templates for division

- Participated in the Memorial Design Team meeting
- Held a process prep class for ENG and AENG

New door at FTC



Recruit Academy



Recruit Academy



Recruit Academy



## **Logistics Division:**

**Division Chief Jim Gile**

### **Division Chief Commentary**

In the Logistics Division, as soon as one project is complete, another one starts. We continue to refine the Home Depot/ Supply Works station supply order process and products. Please keep in mind this self-ordering process is for your cleaning and paper products used in the station. For any other needs, the Purchase Request Form and process must be used and approved through your chain of command.



LT Richardson and Sr. EVT Jennings traveled to Boise Mobile Equipment to perform the final inspection on the two Type 6 trucks. After this was completed to satisfaction, they drove the trucks home. Both returned safely, and the trucks are at the PSTF for final up-fitting and in-service. We will have multiple things to do before these are ready for service. We are also actively working on the Battalion Chief (BC) truck; the goal is to get the BC out of the shop and in-service before beginning work on the Type 6's. In addition, the new Medic was placed into service at Station 154, and work was done to match this and Unit 110 at Station 151.

We have also started installing the docks for new CF33 Toughbook's. Medic 153 and Medic 154 are currently the two units that are running the new platform, in addition to Chief Croom and Chief Martin. We have discovered a few issues and are working with DoIT to resolve those before putting additional units into the field.

### **Division Project Report**

Facilities projects  
Cell and MDC replacement  
CPSE Self-Assessment Manual  
Sierra Wireless gateway project  
New staff vehicle orders for 2022-2023

SCBA replacement project  
COVID-19 logistics and supply  
Station 154 & 155 door raise project  
New BC spec for 2022 (in process)  
New air/light trailer spec for next year

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for March are 5,191. Year to date is 12,769 and the total since we began the program is 139,432. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

This past month, we completed updates to all accreditation related documents and submitted them to the Commission on Fire Accreditation International (CFAI) for Peer Team review. We have received several comments from the peer team, and none appear to be overly concerning. In fact, on March 31<sup>st</sup>, the peer team had their “GO/NO-GO” meeting and deemed all documents sufficient to schedule a site visit. Based on peer team members and CRFD department schedules, we will host the CFAI Peer Team from 5/8 – 5/12. The team will arrive on Sunday 5/8 and begin the on-site assessment process Monday morning (5/9) continuing through Thursday morning (5/12). So far, comments from the peer team have been complimentary and positive regarding the quality and content of our documents. Thank you to everyone that has contributed so far. I have full confidence that the peer team will continue to be impressed once they arrive and see CRFD’s operations first hand.

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

Last month, Firefighter/Paramedic Spronk and I attended the 2022 Excellence Conference hosted by the Center for Public Safety Excellence (CPSE) in Orlando FL. The conference sessions we attended spanned from accreditation and credentialing basics to quantifying department resiliency to the future of continuous improvement in the fire service. As always, this was a great opportunity to learn from other leading agencies in the fire service.