

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## October 2019 Monthly Report

**Department News:** In October, we had several public education events. One in particular was with Hunter. Hunter is an Ambassador for Children's Hospital. His mother and grandmother brought him by to see what it was like to be a firefighter. The crews had a great time showing Hunter the ropes.



spraying water



posing for a pic



"bumper time" with Hunter

## Operations Division:

Deputy Chief Rich Martin

### Customer Service:

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

Of the 37 customer survey cards rating service in October, 35 were of the highest overall rating of 5. Two had a rating of 4. Some of the comments received read; *"The response time was very quick. Everyone was so caring, gentle and made sure to ask questions. They were very efficient, got me to the hospital ASAP. The ones that stayed behind cleaned the blood off the porch and disposed the towel I was laying on. Thank you all so much!"* Another read; *"When a paramedic came to my hospital room to see how I was – I knew they really cared-Best I've ever had."* Another comment was; *"Having a head on collision was so scary! The fire department was wonderful in showing up quickly, attending to us with warmth & care and making sure, we were all ok. Thank you!!"*

### Call Statistics:

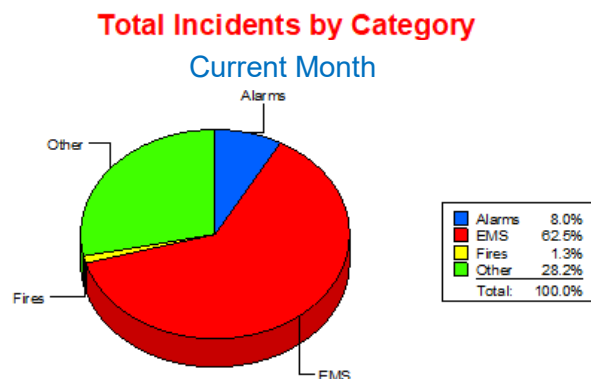
For the month of October, we responded to 551 calls for service. Last year at this time, we responded to 455 calls. This places our year to date calls at 4,905, which is an increase of 261 calls or .95% from last year.

Of the 551 calls for service in October, 329 of the calls were for EMS. We had 297 patient contacts and transported 235 patients. This time last year, we had 202 transports.

### Fire Calls:

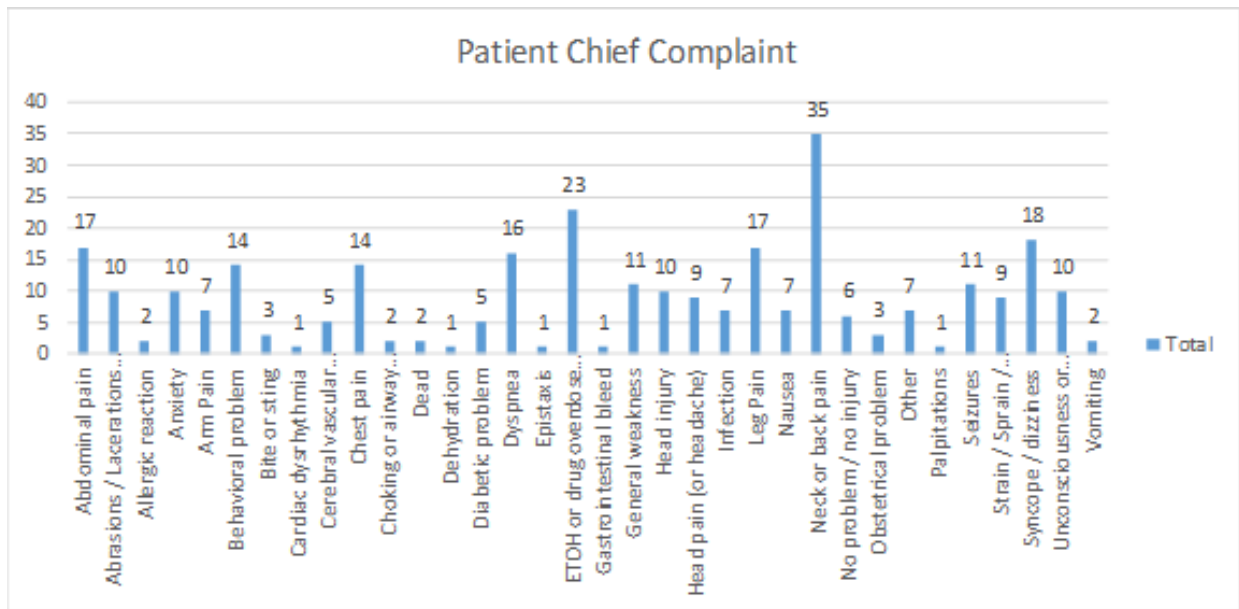
During the month of October, we ran 8 fire calls compared to 5 in October 2018. We had 59 alarm calls, which is 19 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



## Emergency Medical Service Calls

The most common EMS calls in October were for neck or back pain with 35 patients. The second most common call type was for Alcohol or drug overdose with 23 patients.



## Measurable Outcomes:

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

**October 2019...99.69%      September 2019...100%**

Monthly alerts called by crews and follow-up

**Cardiac Alerts      1      Transported to appropriate facility 100%**

**Trauma Alerts      0      Transported to appropriate facility N/A**

**Stroke Alerts      4      Transported to appropriate facility 100%**

**Sepsis Alerts      10      Transported to appropriate facility 100%**

**Correct treatment, destination, and procedures done      100%**

## Significant Incidents:

- **C Shift:** October 28th, Quint 151, Engine 152, Medic 181, Battalion 151, Hazmat 153, Division Chief 151, Chief 151, Bureau 151 and Bureau 152 responded to a reported hazmat. Crews arrived to find an unknown powder substance. Crews assisted with containment and cleanup of the substance. Investigation of the incident is ongoing.

## Deputy Chief Commentary:

A slight increase in call volume of about one percent continues to trend over last year.

Firefighters Compton, Murphy, and Spronk continue to progress in paramedic school, and are doing well. FF Spronk continues her 500-hour internship with West Metro Fire. FF Murphy and FF



Compton are almost done with the classroom portion of the program and will be starting clinical rotations in the near future.

Lt. Nelson continues to be the instructor at West Metro's Academy with our four new recruits. Our recruits are doing well at this time. They all successfully completed their last significant exam.

The Request For Proposals (RFP) on our ambulance billing have been reviewed. Two finalists have been selected, and we will do a formal interview with each of them on November 8<sup>th</sup>. We continue to stay on schedule to have this process completed and awarded to begin January 1, 2020.

The Wildland Team was deployed twice in October, once in Colorado to the Decker Fire, and they are currently deployed to Northern California on the Kincade Fire.

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



New recruits at the academy



## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues:**

Congratulations goes out to Deputy Chief Rich Martin, Battalion Chief Jason Butts, and Lieutenant Jay Allen on their completion of the Inspired Leadership Program offered by the Town. Great job!

Additional Congratulations goes out Lieutenant Jay Allen for his successful completion of the IAFC's Company Officer Leadership Symposium (COLS)! And, he was recently re-designated as a Fire Officer (FO) through the Commission on Professional Credentialing. Strong work, Jay!

FF/EMT Ray DeBolt was recognized by the local American Legion Harry C. Miller Post 1187 and received a Certificate of Commendation for Public Service. Congratulations Ray!

Castle Rock PD's Public Information Officer, Joe Cybert, resigned his position last month to move with his family to Madrid, Spain. Since CRPD is currently short-staffed, they do not intend to refill this position until after the first of the year. In the meantime, they will rely on their other part-time PIOs to fill this role. Deputy Chief Martin and I will fill this role for our department, and we offered our assistance to CRPD as well if needed.

### **Fire Chief Commentary:**

As a standard reminder about space at the South Building, we have both large bays, the room on the first floor for storage, the mezzanine on the 2<sup>nd</sup> floor to the large bays, and the south side offices on the 3<sup>rd</sup> floor. The police department has the small bay, the mezzanine on the 2<sup>nd</sup> floor to the small bay, and the north side offices on the 3<sup>rd</sup> floor. Common spaces include all bathrooms, the 3<sup>rd</sup> floor conference room, the 3<sup>rd</sup> floor kitchen and copier area, and the 3<sup>rd</sup> floor reception area. Please respect each department's assigned spaces, and do not use spaces not assigned to our department.

Some initial training was done on 1<sup>st</sup> Amendment Auditors, and additional training will be done with each shift in November. In the event you encounter one of these individuals, please treat them nicely, try and accommodate their requests if possible, and let Chief Martin or me know the details to include time, date, place, and what was requested. Remember, they can show up anywhere, to include stations, the PSTF/FTC, or on scenes of calls.

We completed our year-end budget estimates with Finance last month, and as it stands right now, we look to end the year about 4% under budget. However, our OT expenditures for September increased above our estimates, so if we stay on that track, we will end the year at maybe 1% under budget, which is a very thin margin. This does include previously approved items, and we will continue to finish purchases and upgrades as per our budget. We will be closely monitoring our OT costs, and we will make budget adjustments as necessary if it appears that we will exceed our total budget.

## **Life Safety Division:**

**Division Chief Brian Dimock**

### **Hours Spent per Activity Code for Date Range**

Start Time: 00:00 | End Time: 23:00 | Start Date: 10/01/2019 | End Date: 10/31/2019

ACTIVITY CODE	# OF ITEMS	TIME SPENT	% TOTAL TIME
A - Administration	44	24:50	2.16
A-Website - Admin Website	1	0:15	0.02
B - Background	1	0:30	0.04
BI - Business Inspection	204	163:35	14.22
C - Construction Inspection	108	91:10	7.92
CC - Customer Complaint	2	2:45	0.24
CI - Customer Inquiry	2	0:45	0.07
DE - Daily Entry	15	5:15	0.46
DS - Development Services	232	256:25	22.28
H - Hiring	2	0:40	0.06
HMPBI - Hazmat / Primary Inspection	1	1:00	0.09
I - INV - I - Investigation Inventory	1	0:30	0.04
I - Investigations	43	44:45	3.89
M - Meeting	14	13:40	1.19
MBI - Mandated Business Inspection	3	3:15	0.28
O-Other - Anything that doesn't fit into the other categories	1	0:30	0.04
PE - Public Education	610	220:45	19.18
PE-CPR - Pub Ed CPR Class	8	3:25	0.30
PE-CSI - Pub Ed Car Seat Inspection	11	5:00	0.43
PR - Plan Review (County)	5	4:45	0.41
R - Response	18	23:30	2.04
SE - Special Event	25	18:45	1.63
T - Training	41	120:40	10.49
TO - Time Off	16	100:45	8.76
U - UAV	9	9:15	0.80
U Response - UAV RESPONSE	3	2:30	0.22
V - Vehicle Maintenance	21	8:35	0.75
W - Wellness	11	9:40	0.84
YFIP - Youth Fire Intervention Program Activity	31	13:15	1.15
<b>Totals</b>	<b>1483</b>	<b>1150:40</b>	<b>100%</b>

As indicated above, there were a total of approximately 1,480 calls for service from the Life Safety Division. This is up almost 50% from last month, and these are calls for a service that the Life Safety Division provides to either the internal or external customer. This increase is possibly from the introduction of the fire prevention officers to the shift concept. The fire prevention officers are now working right along side with the firefighters in the Operations Division, and they are there to answer the calls for service without delay to the customer.

While there is a significant increase in the calls for service from this division, all three fire prevention officers attended a basic fire investigation course that took them away from their regular duties for three days.

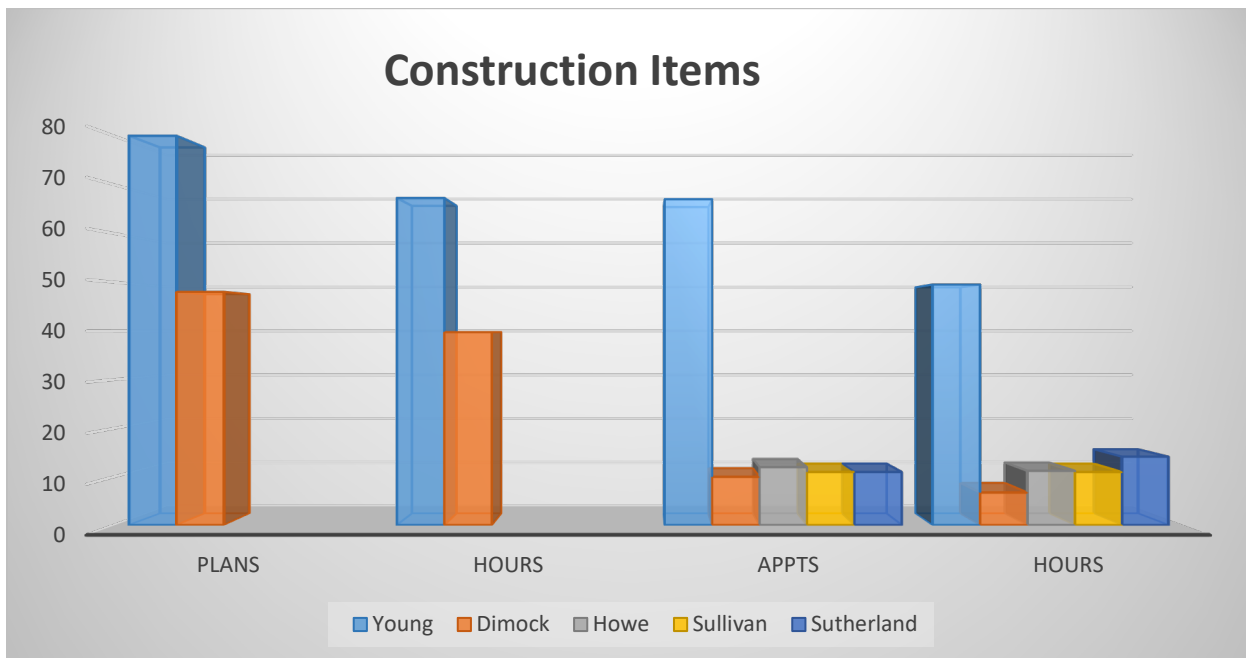
Another possible reason for increase in service calls could be because this month is Fire Prevention Month. Our educators and the fire prevention officers, along with the operations division, were busy providing the public education in creating and practicing EDITH (Exit Drills In the Home). This is a great exercise to have families practice and use in emergency situations.



## Fire Prevention Bureau -

Over 347.5 hours this month contributed to the development with the Town and district. As seen below, the bureau reviewed 128 plans and inspected 111 construction sites for various reasons. Just over 1 hour this month was dedicated to meeting with contractors on non-specific construction items or items that are not yet being built or permitted. As the new fire prevention officers gain knowledge of the inner workings of this division, you will notice that their inspections will continue to increase. We did not see any slow down in development or construction this month.

There has been so much activity within the bureau this month, it allowed all the newest members to work on items that they have never seen before, i.e. hazardous material spill, brush fire, and youth fire activity as well as increasing the number of site visits during the weekends and evenings to start out. They will eventually be moving into doing after hours assembly occupancies, i.e. bars and nightclubs, or churches.



According to the operations staff, this is a very welcome addition to the shift as they now have immediate response to problematic fire alarm systems, the ability to identify problems and act on them immediately without the wait for the on-call bureau.

## Existing Business Inspections -

A total of 154 inspections were logged for this month for existing business inspections. These consist of all different types of inspections, including hazardous materials assessments, correction notices (immediate hazards that require immediate actions), primary and follow up inspections.

Of these inspections, 24 were correction notices, 76 were follow up inspections, 3 were hazmat inspections, 30 primary inspections, 11 special event inspections, 3 pre-citation inspections, and 7 special inspections. These do not include the construction inspections that are mentioned above.

## Public Education -



As seen in the above graphic, all members of this division are extremely busy fulfilling their obligations in a timely manner. The public educators are not exempt from this busy schedule. During the month of October, there were over 229 hours that were devoted to public education. This involved just over 629 calls for service regarding public education, including the 24 events (with only two) where a public educator was not present. These took approximately 39 hours of time at the actual event with countless hours behind the scenes to ensure these were adequately planned and run on schedule. Approximately 1,705 people were contacted, indicating a 200% increase over the previous month. It is unknown how many of these were residents of the Town.

This year for the month of October, the theme was "Not every hero wears a cape, plan and practice your home escape." We also created a new program this month that did not take off with a great bang, however, two families submitted and won a dinner at the firehouse with the firefighters. This was based

on this year's message of creating a home escape plan, and submitting it at the fire station.

The car seat technicians completed a total of 29 car seat installations this month. Eighteen of these were rear-facing, indicating that these were mainly infant car seats.

The public education section kept busy all month by delivering the "Healthy Risks" program to the eighth grade class at Castle Rock Middle School. The educators also participated in a Fire Safety Day at Lowe's and at Chick-Fil-A. A mother's group were instructed on choking and infant CPR during this month as well. As you can see, this section of the Life Safety Division is busy as well ensuring we are offering education that is useful and timely.

## Investigations -

During the month of October, we had several investigations. We have seen some moisture during the month, however, realize that as quickly as this moisture arrives, all it takes is just a small amount of heat and this dissipates just as quickly. This causes very low fuel moistures for the plants, and makes them more susceptible for fire.

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

We also had a few investigations this month that involved youths.



## **Training Division**

Division Chief Oren Bersagel-Briese



### **Division Commentary**

Each October, department members attend the Fire Leadership Challenge conference in Keystone. This year's educational program featured local, regional, and national speakers addressing community risk reduction, leadership, operational issues, mental health, department/town manager relations, and culture improvement. Chief Eric Morgenthaler also presented at the conference and provided a very good class on leading leaders. Within the conference, there are company officer and chief officer specific development programs, and we had several members complete portions of their program certification (BC Butts, Lt. Gallegos, Lt Helle, and Lt Osborn).

The last part of the month saw the first sessions of this year's Acting Lieutenant Academy get underway. This professional development opportunity is required for new ALTs and open to any department member to attend. We have been fortunate to be able to work with the Town's HR department, department members, and other outside instructors to provide needed education and information to our future leaders.

The special operations team conducted a training exercise simulating a trench collapse with victims. This evolution was conducted at  $\frac{3}{4}$  speed, and featured an opportunity to work closely with our partners in the Water Department and the CRPD. We are appreciative of the collaboration, and scene outcomes are better for it.

This month also featured the implementation training for our new personal escape systems. Lt. Helle, FF Wehling, and FF Peery lead a cadre of instructors as they guided the department members through the skills needed for safe and effective use of the new devices. Also this month, the department conducted confined space drills that simulated the access and rescue of a person in a limited space and air environment. Thank you to FF McNeil for leading the training for the department!

Among other things this month, we attended the personal escape system training, conducted Acting Lieutenant process follow up meetings, and participated in a budget meeting. Captain Hood completed his Fire Instructor 2 JPRs, attended the Colorado Fire Training Officers Association meeting, helped organize the Fire Leadership Challenge, and supported the recruits at the WMFR academy.

In October, crews trained more than 2450 hours on a wide range of topics to stay operationally prepared including drug calculations, firefighter safety, patient assessment, cardiology, firefighter survival, maydays, confined space operations, trench rescue, cardiac emergencies, stoke treatment, driver operator, toxicology, physical training, and much more.

## Project Progress Report

We are currently working on the following projects:

- Updating the department Master Plan
- Fire Training Center grounds improvements
- Updating the department Strategic Plan
- PSTF South Building projects
- Department CTC reboot
- Acting Lieutenant Academy
- Updating the First Year Firefighter Task Book and the after academy orientation class
- Supporting upcoming department level trainings
- Accreditation 5K needs
- Hosting Fire Officer 1 class

Confined space training



training on new personal escape system



trench rescue training



## **Logistics Division**

Division Chief Jim Gile

### **Division Commentary:**

The Logistics Division began operations on 7/15/2019. Currently, the Division consists of Division Chief Gile and Support Services Technician Keegan and soon to be a Sr. Emergency Vehicle Technician. As the Division moves forward, goals and priorities need to be identified to better and more efficiently serve the members of Castle Rock Fire & Rescue and in turn the members of the communities we protect. To that end, a transition plan has been created and will be used to guide this effort.

### **Projects:**

The Logistics Division is currently working on the following projects:

- PSTC North building. (301 Malibu) on-going
- PSTC South building projects. (304 Malibu) on-going
- FPO truck spec. and build. on-going
- New Medic spec. Complete, letter of intent given to dealer. Unit on order for build. 1 member of spec. team and myself with travel to Osage for pre-con meeting
- Prelim. Work on New Type 6 spec. on-going
- Station 154 exterior remodel project: the siding and paint project is nearing completion. There is a small punch list of repairs that Scott Smith from facilities is working on with contractor, including finish flashing to top of bay doors, coax cable hanging out of trim on back side of station, freshen up the station sign out front, and some electrical switch gear for the generator
- Spec. and order new trailer to replace current collapse trailer. Colorado Trailers
- Spec. and order replacement vehicle for Unit 94. To be replaced in 2020. The unit is on order; will work with Avtech on up-fitting package.

Trainings Attended or instructed

- PSTF North OAC meetings (every Monday)
  - North building has seen some movement over the last few weeks. Structure of steel building has been delivered; lot fill, compaction and grading have been done. Footing and stem walls have been poured, back fill and compaction has been started on exterior and interior, preliminary plumbing work has begun.



## Accreditation and Emergency Management:

Assistant Chief Craig Rollins

This month, we were able to draft the six strategic goals identified by the Internal Stakeholders Workshop. Currently, the workshop attendees are reviewing each goal. Once all comments and edits are addressed, the goals will be incorporated into the full document. I would expect the draft to be finalized by the end of November and ready for Council presentation early next year.

Work with Intterra continues as there are still a few lingering items on the SitStat Monitor & Analysis modules we want cleared up before we do a full roll-out. Intterra is also working on bringing 1st Due Sizeup data into the preplanning tool. Additionally, we are hoping to have the weekly road closures and Public Works hydrant information update on the tool as soon as they make changes.

Currently, two members are assigned to CFAI Peer Teams. I am serving as a Peer Team Lead trainee for a Department of Defense (DoD) agency in Oklahoma, with the site visit scheduled for the 1<sup>st</sup> week of November. Lt Moore has been assigned to his first site visit as a Peer Assessor Level 2 for a DoD agency in South Carolina and is expecting a mid-January site visit.

### Calls for service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	528		1060		331		754	
Urban	347	66%	660	62%	210	63%	430	57%
Rural	128	24%	268	25%	87	26%	197	26%
Interstate	10	2%	33	3%	10	3%	33	4%
NO FMZ	22	4%	19	2%	4	1%	17	2%
Blank	21	4%	80	8%	20	6%	77	10%
Mutual Aid Calls	50	9%	73	7%	38	11%	67	9%
Aid Received	19	4%	21	2%	15	5%	19	3%
Aid Given	31	6%	52	5%	23	7%	48	6%

Distribution Matrix Castle Rock Fire and Rescue Dept. 09/01/19 - 09/30/19			
Department Distribution by Performance Type All Incident Types			
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10
77.2%	82.9%	73.4%	82.3%
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents
0.0%	0.0%	0.0%	0.0%
01:20	01:47	05:38	07:55
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
183 / 54	194 / 40	174 / 63	195 / 42
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day
90 / 79 / 74 / 75	38 / 83 / 90 / 85	47 / 81 / 70 / 79	57 / 83 / 82 / 89
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2

Urban

Rural

Distribution Matrix Castle Rock Fire and Rescue Dept. 09/01/19 - 09/30/19			
Department Distribution by Performance Type All Incident Types			
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10
80.7%	86.9%	67.2%	78.7%
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents
0.0%	0.0%	0.0%	0.0%
01:19	01:39	07:00	09:26
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
46 / 11	53 / 8	41 / 20	48 / 13
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day
100 / 78 / 79 / 78	60 / 87 / 91 / 87	80 / 50 / 66 / 81	80 / 68 / 79 / 87
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2