

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

June 2022 Monthly Report

Department News: On June 24th, we were dispatched to a brush fire at the end of Sapphire Point Drive area. Multiple agencies responded to the 2+ acre vegetation fire. No injuries or damage to structures were reported.



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Operations Division:
Deputy Chief Rich Martin

Customer Service

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
June 2022 ...98%

Of the 50 customer survey cards we received in June, 49 were of the highest overall rating of 5, 1 had a rating of 3. Some of the comments we received read; *“I can’t thank the firemen enough, they were great. I had to call them on my 82 birthday. They cheered me up a great deal. I can’t say enough good about them.”* Another read; *“Your team was very well trained. All team member’s efforts were highly synchronized and expertly executed. I appreciated the level of care I received and felt I was in the hands of true professionals.”* Another read; *“You guys truly saved my life. Because of your crazy fast response & getting me to Sky Ridge, I have almost zero lingering effects from my stroke. Thank you from the bottom of my heart.”*

Call Statistics

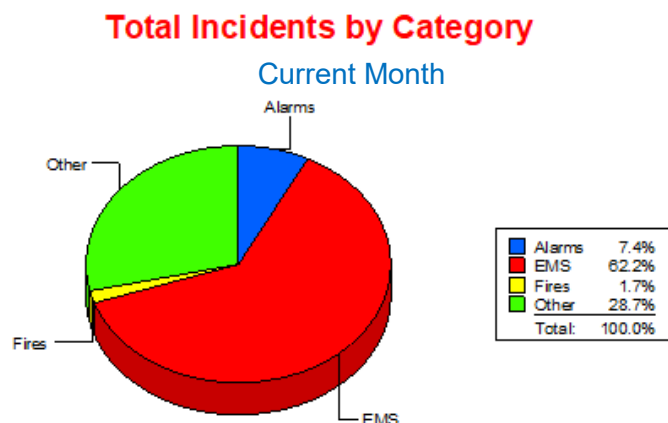
For the month of June, we responded to 607 calls for service. Last year at this time, we responded to 515 calls. This places our year to date calls at 3,450, which is 637 more calls or 18.5% higher than last year. Average calls per day for the month were 19.1.

Of the 607 calls for service in June, 375 of the calls were for EMS. We had 331 patient contacts and transported 272 patients. This time last year, we had 231 transports.

Fire Calls

During the month of June, we ran 13 fire calls compared to 4 in June 2021. We had 36 alarm calls, which is 2 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

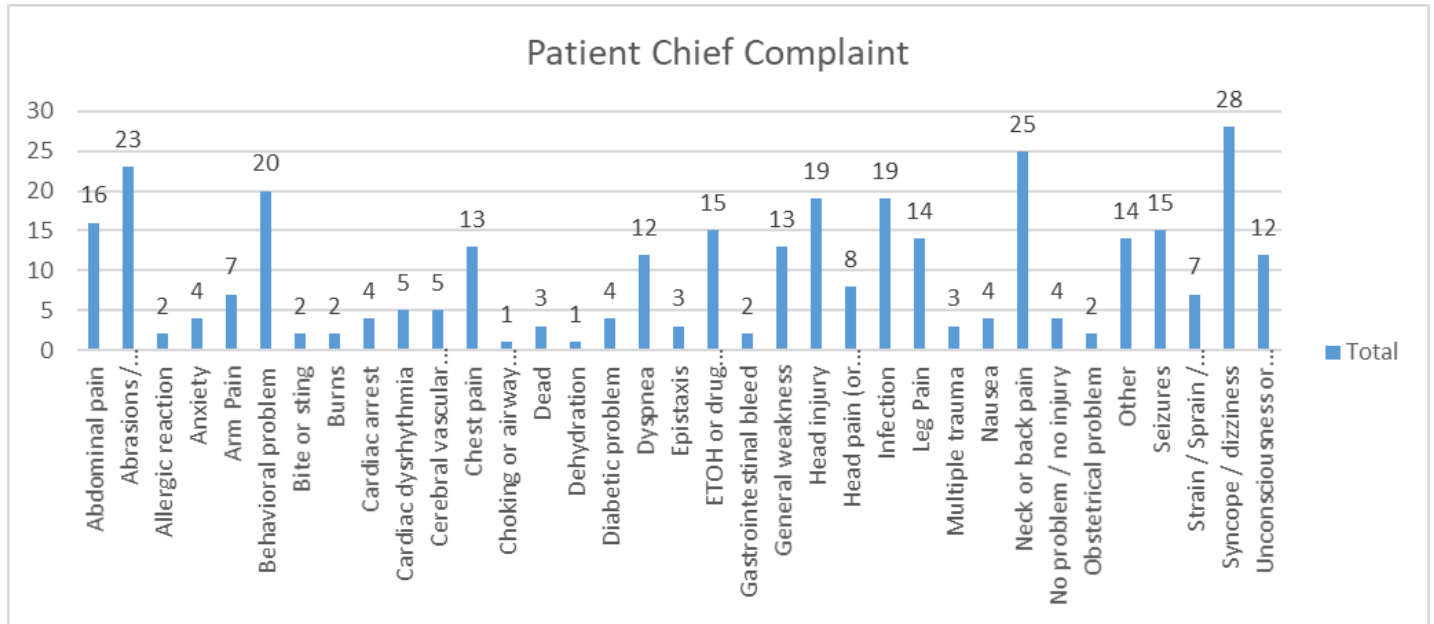
The chart below indicates call proportions for the month of June:



Larkspur Fire Department transported one patient out of our district this month due to a co-response on an interstate vehicle crash that was on the border of both of our districts.

Emergency Medical Service Calls

The most common EMS calls in June were for syncope/dizziness with 28 patients. The second most common complaint was for neck or back pain with 25 patients.



Measurable Outcomes

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

May 2022...100% June 2022...100%

Monthly alerts called by crews and follow-up

Trauma Alerts 0 Transported to appropriate facility 100%

Stroke Alerts 4 Transported to appropriate facility 100%

STEMI Alerts 3 Transported to appropriate facility 100%

Sepsis Alerts 4 Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

Key Operational Issues:

A Shift: On June 24th, Brush 36, Brush 39, Brush 152, Brush 154, Brush 153, Brush 151, Bureau 152, Battalion 151, Medic 151, Division Chief 151, Chief 151, Quint 155, (Brush 155), Medic 154,

Safety 35, Chief 156, South Metro Fire Rescue District Chief 1, and Helicopter 5TA responded to 922 Pawnee Trail Open Area for a smoke investigation. Quint 155 crew found a vegetation fire, and upgraded the response to a large brush fire. It was a 2+ acre fire with significant interface potential. No damage to structures or other infrastructure.

C Shift: On June 14th, Brush 153, Brush 151, Brush 155, Medic 151, Medic 153, Engine 181, Battalion 151, Division Chief 151, Chief 151, Chief 152, and Chief 153 responded to Rocky View Road and Oak Grove Way for a reported brush fire. Crews found a fire in the brush, threatening one house. Crews aggressively attacked the fire and gained control quickly. The fire was extinguished and no buildings were affected. The fire consumed one-tenth of an acre.

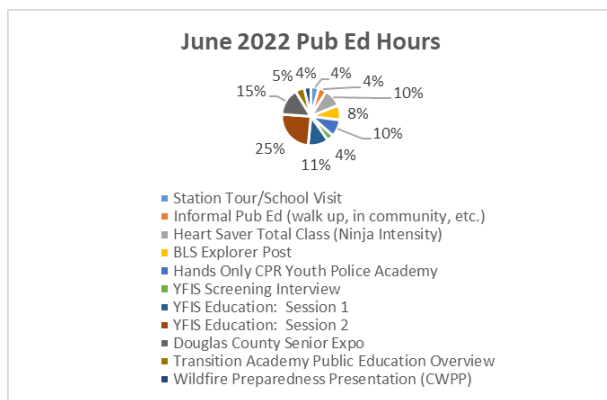
Life Safety Educators:

The Fire and Life Safety Educators scheduled and participated in several public education events. They also instructed our newest recruits during their transition academy on the happenings and expectations during public education events. This was the first class we have done this with, and it was very successful. They completed a Hands Only CPR Class in conjunction with the Youth Police Academy, and also participated in the Douglas County Senior Expo. We continue to assist or perform several car seats checks and installations. There were several informal station visits that we assisted with.

The CWPP Best Practices Program was held on June 11th. This was attended by about 30 citizens. There were many questions and recommendations to those who attended. We also want to thank our local merchants that donated garden tools and accessories that were raffled off to those who attended

The Public Education Team continues to meet and is working to 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.



| Facebook | May-22 |
|---------------------|--------|
| Page Reach | 8800 |
| Post Engagements | 3580 |
| Likes and Reactions | 909 |
| Shares | 15 |
| Page Views | 879 |
| Followers | 2738 |

Deputy Chief Commentary:

Our call volume continues to increase, when compared year over year. Through the month of June, we have responded to 18.5% more calls for service than last year at this time.

There has not been any noticeable change to our dry conditions we continue to see. The town and county continue to remain in Stage 1 Fire Restrictions, and we will continue to closely monitor these conditions.

I want to congratulate our latest graduate, Lieutenant Jay Allen from the Leadership Douglas County Program. This is a very time intensive program that also requires a large amount of interaction and participation. Well done Jay!

I also want to congratulate FFP Andrew Kopp for successfully completing paramedic school! This is an outstanding accomplishment, and we are confident Andrew will be a very good paramedic.

We also want to welcome our newest members that graduated from the academy this month. The new members are; Firefighter Paramedics Daniel Eaton and Josh Matthews, and Firefighter EMT's Pete Jones and Jacob Petau. We welcome all of you to our fire department family!

We were fortunate enough to be included in the Colorado Avalanche Stanley Cup Celebration Parade. We sent two reserve trucks with off duty members on each truck. All who went, thoroughly enjoyed the experience. We thank the Denver Fire Department for the invitation to participate.

We received our recommendations from the peer assessment team from our site visit for reaccreditation, and we will begin working with others in the department that may need assistance with areas that were mentioned to incorporate these into our operations and continue to improve our department.

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

We are continuing to work on the data transmission to our new ambulance billing company. The temporary system we have in place appears to be working. We will update as this process moves forward.

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 June, members were involved in physical fitness for a total of 371 hours.

Wildland Open House



Group educational talk and tour

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

We again remained in Stage 1 Fire Restrictions for the entire month, and this has been the case since April 21st. We continue to monitor closely our conditions, and the long-range forecast still does not currently look favorable to lift restrictions any time soon.

We continued our budget meetings with Finance and other Town staff, and most things still look favorable for next year. As most already know, funding remains a challenge to address our personnel requests, but the Budget Team and Mr. Corliss are doing their best with our limited resources to try to address these requests. We anticipate that it will be presented to Council for their initial review in August once it is finalized in July.

Congratulations to all of the recent graduates of Explorer Post 107's summer academy and promotion of new officers! The Post is doing very well, has a number of new Explorers, and is a valuable program within the department. A huge Thank You to all of the department members who assisted with the academy.

Fire Chief Commentary:

The department held a wildfire open house at Station 154 with about 30 residents in attendance. We provided a formal presentation and answered many questions relating to wildfire safety and home mitigation. This event was a success, and we envision hosting more in the future.

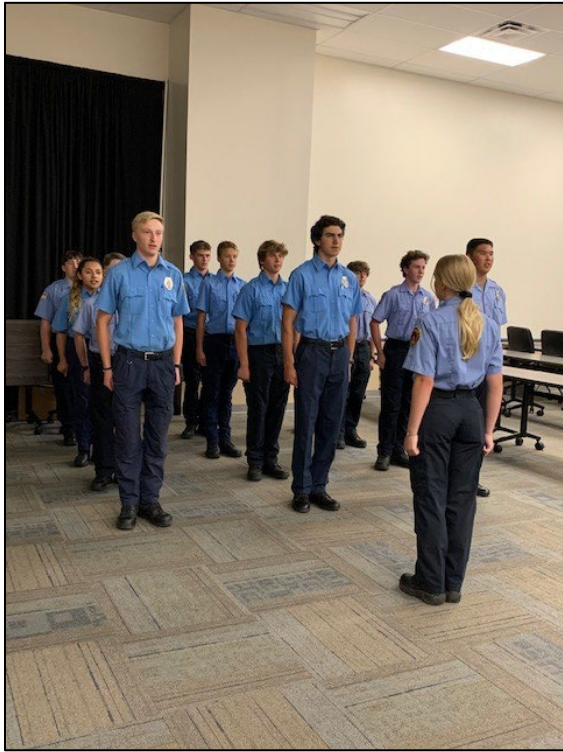
We participated in several meetings to address future fire station locations. While we know the location of Station 156 in the Cobblestone/Terrain area and the potential location for Station 157 in Dawson Trail, we need to find property for a west central station in the Wolfensberger/Coachline area. This area has been identified in the Master Plan as needing a station in the future, and with the current development, available land is already scarce and at a premium. However, we will continue to look for opportunities to find the needed land.

As part of the previously described process, we are also looking for available land to build a future logistics facility, also identified as a need in the Master Plan. As we continue to grow, our current facility will not be able to accommodate all of our needs. If we can find a large enough parcel, we may also consider moving the training center and co-locate both on the same parcel. Again, this is for future consideration as we continue to grow, so acquisition of land is important as the town continues to develop. Fortunately, we are not geographically constrained with this facility as we are with fire stations, so that gives us a few more options.

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. We've have a number of issues with the sprinkler system up there, there is a lot of blue grass that requires a lot of water, and 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.

Finally, we remembered Engineer/Paramedic Jeff Dunn who passed away from ALS on June 28th, 2006. It is hard to believe that it has been 16 years, and we miss him dearly.



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Life Safety Division:

Division Chief Brian Dimock

Division Chief Commentary

During the month of June, the Life Safety Division operated at less than minimum staffing due to vacation, training, etc. 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 | 8 | 4.25 |
| Construction | 129 | 102 |
| Correction Notices | 15 | 13.25 |
| Primary Insp | 69 | 32.1 |
| Follow-up Insp | 81 | 36.75 |
| Special or Special Event | 33 | 35.5 |
| HazMat/Primary & Data | 6 | 4.5 |
| Total Inspections | 341 | 228.35 |

Total occupancies inspected during June – 182 – 7.63% of total occupancies

Plan reviews:

A total of 168 plan reviews (156.3 hours) were completed during the month of June.

Of these plan reviews, 66 of them were for permits and 44 of took less than the allotted 10-day period. There were 22 reviews that took longer than the allotted 10-day period based on the applicant not returning information in a timely manner. Even with the issue from the applicant, the average amount of days to review was 9.26 and the average time to review all plans was just over nine-tenths of an hour. This maintained an average of 8 plan reviews a day.

Investigations/Response Assist:

Response Assist – 9 responses taking just over 11.5 hours to complete.

Investigation – 8 entries requiring 14.5 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 June, a presentation was provided at Station 154 for the public. This was attended by approximately 30 people with some great questions.

Training:

The division as a whole entered 31 hours of training during the month of June. This includes training for investigations, fire inspections, plan reviews, and code interpretation.

Youth Fire Setter Intervention:

During the month of June, there were 29.5 hours dedicated to several juveniles that had previously entered into the YFIS program for evaluation and training. This is a very tedious task working with the families to ensure that they are getting the attention that is needed to persuade the youth to find other healthy activities instead of fire starting.

UAV's:

Total Flights – 34

Total Flight Feet – 80,525

Total Flight Time – 408 minutes

Administrative:

There was a total of almost 21 hours dedicated to handling customer complaints and inquiries during the month of June. Every complaint and inquiry gets addressed by a member of the division.

The division logged a total of 1,093 calls for service for the month. This equated to approximately 153.9 hours per person of logged hours.

Training Division:

Division Chief Oren Bersagel-Briese

Division Chief Commentary

Congratulations to FFs Daniel Eaton, Pete Jones, Josh Matthews, and Coby Petau on their graduation from the West Metro Fire Rescue recruit academy! Following the academy, they completed about two weeks of training on our equipment, procedures, and tactics; and have since gone to their assigned shifts. Thank you to FF Jake Malone for all of his work at the academy and to FF Kevin Reed and the rest of the Training Cadre for their work organizing and delivering the training here at CRFD.



The department was busy this month with training, including a train-the-trainer extrication course that we hosted at the beginning of the month. This training was aimed at meeting the operational needs of the crews from 152s and 154s and was grant-funded. We also participated in an active killer training hosted by the Douglas County Sheriff's Office, and our swiftwater rescue technicians did some training up in Golden. Near the end of the month, crews were able to do some rope rescue training, which focused on some of the different levels of operational expectation with the newly implemented tech rescue plan.

Congratulations to all of the members that participated in the Engineer promotional process. It takes a lot of time, energy, and effort to prepare for the process; and we thank everyone for their dedication. A lot of work went into designing and executing the process by our Engineer SMEs, and we are also appreciative of the help by other members on the drillground and in the panel interview.

Finally, we were able to get another round of 20s Drills going during the last part of June, and these have focused on search and rescue skills with the thermal imaging cameras on the MSA airpicks.

CMCB: All of our certifications are approved and have begun populating member's 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 planned meetings with each crew later this summer to try to talk through the CMCB process and answer any questions that we can.

In June, crews trained for more than 2,031 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
- 2023 budget
- CMCB
- Building project templates for division

We also:

- Participated in several Pipe & Drum events
- Assisted with the RFP and review for an updated worker's compensation program
- Participated in the R&D Team meeting
- Attended a meeting of the Training Subcommittee of the CO Fire Commission



Academy graduation



Train-the-Trainer Extrication Course



Extrication training with the new firefighters



Swiftwater Rescue Training

Logistics Division: **Division Chief Jim Gile**

Division Chief Commentary

Work continued in many areas during the month of June. Work on up-fitting and prepping the two new Type VI brush trucks for service was completed. New Brush 152 was placed into service in May and the new Brush 153 was placed into service in June. Both of these units match Brush 154 in equipment and function. In addition, work was done to remove Unit 341 from service and install Unit 146 in service as our reserve Type VI. Annual pump testing continues on our suppression units, and we hope to have this wrapped up completely in July. The new Bureau 152 and STO trucks have arrived and work has begun on the up-fitting of those units. In addition, prep work and meetings have happened on the replacement air/light trailer as scheduled and on a planned replacement SCBA compressor and fill station for Station 154. Due to completing the SCBA replacement under budget last year, money was available to replace this unit. Due to the money being part of General Long Term Planning and Capital money for SCBA, we were limited on using it for SCBA related items. Research was done on the possibility of installing a compressor at Station 153, but cost of getting power required to the station made it prohibitive. Instead of a hard mount compressor, the initial plan will be to put the new air/light trailer at Station 153 giving the crews access to a compressor at their station.



The installation of new CF33 Toughbooks has been put on hold. We are experiencing continued GPS issues between the Toughbook and New World and have been working with multiple entities to get this repaired including TOCR DoIT, Panasonic and Douglas County. As a reminder, as we continue to deploy these, the MDC's are assigned a specific unit. This comes into play during the change over into a medic unit. The crews should leave the MDC in the front line unit and operate with the MDC in the reserve. The MDC in these units has been paired to the Life Pack and moving them around creates issues. In the event of a MDC issue, we can also have DoIT remote into the MDC if needed, but when MDCs get moved around this proves to be difficult and less reliable. We will continue to install the docks and deploy MDCs as we get units in for service as long as we can get a fix for the GPS issues.

Work also continued in other areas of the Logistics Division. LEST Keegan continued to handle the day to day logistics needs of the department. This includes tools, equipment, uniforms and PPE. He is also the primary approver of the Home Depot/Supply Works station supply orders. In June, LEST Keegan led the required annual hose and ladder testing. Each year, this is a lot of work for Tad and the crews. We would like to thank C-Shift for all the help with hose testing and B-Shift for their help during ladder testing to get this accomplished. Sr. EVT Jennings continued to handle the repair and maintenance needs of the department fleet. During June, Ben also attended training at Pierce in Appleton, Wisconsin to keep up with current systems contained on our apparatus. Ben was also able to talk with our sales representative from Front Range Fire Apparatus. We will be setting up a meeting with him soon for a game plan on the orders of apparatus for station 156. Ben performed a

post deployment preventative maintenance on Brush 155 after it returned from deployment as well as on Unit 281, and then sent it to Front Range for some dealer work and to Diversified for body work to the damage that was done to the cab. In order to keep Ben working on units as needed, I have been performing most of the up-fitting of new units.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for June are 5,852. Year to date is 28,760 and the total since we began the program is 155,423. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

- Facilities Projects
- MDC Replacement
- New Air / Light Spec. for 2022
- Station 154 / 155 Door Raise Project (RFP)
- New Type VI Up-fitting
- New Bureau 152 Up-fitting
- New STO Up-fitting



New STO Vehicle with Graphics



New Brush Unit - 2022 Ford F-550 BME Type VI

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

The Department received the final peer team report. The report was very complimentary about the Department, its members, and processes. The peer team highlighted several aspects of the Department as exceptional:

- The annual program review process
- Relationships with the Douglas County Office of Emergency Management
- Partnership with Douglas County Regional Communication Center and their Incident Dispatch Team (IDT) vehicle
- Numerous public education programs
- CRFD's overall commitment to continuous improvement

The team has recommended CRFD maintain its accredited status and provided 10 recommendations for continued improvement. While CRFD has up to 5 years to address the recommendations, we have already begun a number of them and anticipate that five will be completed prior to the commission hearing on August 16th. We also anticipate that another three will be completed within one year.

May 2022 Summary:

Calls for Service:

| | All Incidents | | | | Emergent Incidents | | | |
|------------------|---------------|-----|--------------------|-----|--------------------|-----|--------------------|-----|
| | Incidents | | Apparatus Response | | Incidents | | Apparatus Response | |
| | 606 | | 1280 | | 386 | | 941 | |
| Urban | 142 | 23% | 329 | 26% | 265 | 69% | 562 | 60% |
| Rural | 15 | 2% | 67 | 5% | 86 | 22% | 237 | 25% |
| Interstate | 42 | 7% | 84 | 7% | 15 | 4% | 67 | 7% |
| Blank | 57 | 9% | 185 | 14% | 20 | 5% | 75 | 8% |
| Mutual Aid Calls | 27 | 4% | 101 | 8% | 43 | 11% | 165 | 18% |
| Aid Received | 30 | 5% | 84 | 7% | 23 | 6% | 90 | 10% |
| Aid Given | 142 | 23% | 329 | 26% | 20 | 5% | 75 | 8% |