

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency 2017-2022*

## December 2021 Monthly Report

**Department News:** The Annual Fire Safety Coloring Contest is hosted every fall by the Castle Rock Fire and Rescue Department. This fun and educational coloring contest is a safety message turned into creatively colored pictures by any of the 3<sup>rd</sup> – 6<sup>th</sup> graders in the Castle Rock area that wish to participate. The theme was “Learn the Sounds of Safety”. Area students had the entire month of October to enter the contest.

The purpose of the contest is to give local students an opportunity to collaborate with CRFD in fire safety. Winning entries are made into a decal that is placed on the side of a fire truck where it will reside the entire year.

The five winners for the 2021-2022 school year were from following elementary schools: Academy Charter School, Sage Canyon, Castle Rock, and Clear Sky. Crews went to each of these schools for presentations to recognize winners and to give each their class ice cream treats.



**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  
**December 2021 ...100%**

Of the 43 customer survey cards we received in December, all 43 were of the highest overall rating of 5. Some of the comments we received read; *"Awesome care. For my husband! Communicated with him the whole time treating him. Ambulance driver prepared me for arrival at the hospital. Thank you!!"* Another read; *"I appreciate the work done by the first responders so very much! They took amazing care of my daughter until I was able to get to the school. Thank you!! ☺"* Another read; *"Presented unusual problem – solved by the transport to hospital ER. Hauled me down 4 stair flights. No discomfort. Great conversation. Can't say enough positive about them."*

### **Call Statistics**

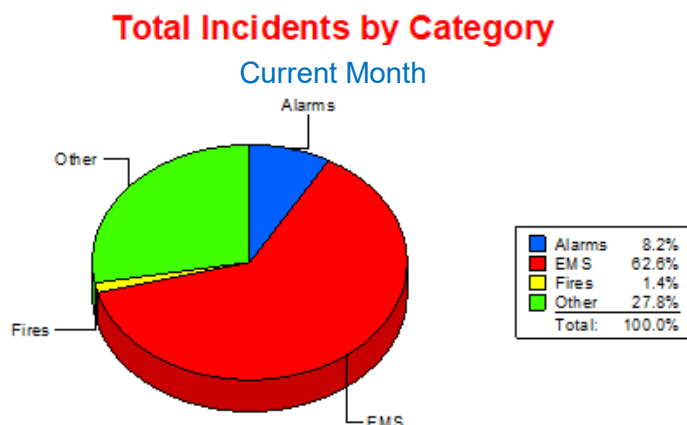
For the month of December, we responded to 609 calls for service. Last year at this time, we responded to 443 calls. This places our year to date calls at 6,150, which is 758 more calls or 12.4% higher than last year. Average calls per day for the month were 16.8.

Of the 609 calls for service in December, 387 of the calls were for EMS. We had 332 patient contacts and transported 258 patients. This time last year, we had 205 transports.

### **Fire Calls**

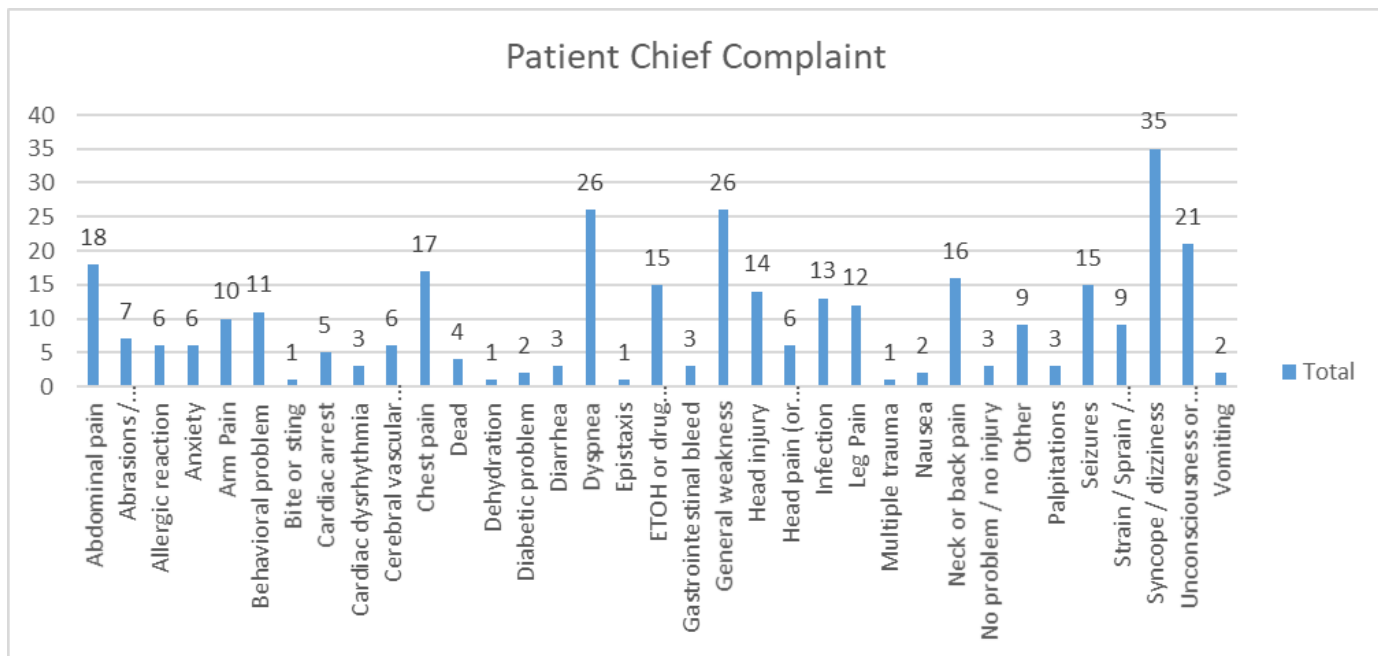
During the month of December, we ran 14 fire calls compared to 5 in December 2020. We had 54 alarm calls, which is 4 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



## Emergency Medical Service Calls

The most common EMS calls in December were for syncope/dizziness with 35 patients. The second most common complaints were for Dyspnea (shortness of breath) and general weakness with 26 each.



## Measurable Outcomes

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

**November 2021...100%      December 2021...100%**

Monthly alerts called by crews and follow-up

<b>Cardiac Alerts</b>	<b>0</b>	Transported to appropriate facility	<b>N/A</b>
<b>Trauma Alerts</b>	<b>1</b>	Transported to appropriate facility	<b>100%</b>
<b>Stroke Alerts</b>	<b>4</b>	Transported to appropriate facility	<b>100%</b>
<b>Sepsis Alerts</b>	<b>8</b>	Transported to appropriate facility	<b>100%</b>

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

## Significant Incidents:

**A Shift:** 12/14, Division Chief 151, Battalion 151, Engine 152, Engine 153, Engine 154, Quint 155, Medic 153, Medic 154, Bureau 152 responded to a Commercial Structure Fire on Canyon Drive. The second floor wood deck was on fire. The incident was under control. Other units held in staging. There were no firefighter or civilian injuries.

- On 12/14, Battalion 151, Brush 164 and Brush 155 responded, as mutual aid, with South Metro Fire to an interface brush fire on Chatridge Road and Hwy 85. The brush units were assigned to the incident. Battalion 151 held in staging, then released.
- On 12/31, Battalion 151, Engine 154, Quint 155, and Medic 36 responded to a Commercial Carrier fire SB I-25 MM183. A Semi-tractor was on fire.

**B shift:** On 12/30, Battalion Chief 151, Chief 151, Quint 151, Medic 151, Medic 154, Squad 154 and Engine 152 responded to an ice rescue involving a deer stuck on the ice at Red Hawk Golf Course. The deer was removed safely from the ice/pond.

### **Deputy Chief Commentary:**

There was a lot of activity involving our members in December. We had two promotions of lieutenants. Congratulations to Lt. Matt Melton and Lt. Nate Peery on their promotions. FFP Jake Auten was also assigned to the open engineer position, so we congratulate Jake as well! We also welcome our two newest recruits, FF EJ Voit and FFP Zac Pelster to the Operations Division after they successfully completed the academy. Welcome EJ and Zac!

Our call volume remained above last year's level at this time. We completed 2021 responding to 12.4% more calls than we did last year.

We saw a dramatic rise in COVID incidences and positivity rates within the state, county and town, especially in the last two weeks of the month. We 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.

The ER or total divert in the southern metropolitan area continues to be extremely challenging. The medical directors for the metro area have formulated a new plan to make it less restrictive for our medics on deciding where they can transport to and patients will be able to receive the best care possible. There is still a very sizeable amount of time that there are no ICU or medical/surgical beds available at the facilities we are transporting to in the southern metro area.

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 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 December, members were involved in physical fitness for a total of 227.5 hours.



## Fire and Life Safety Educators:

Castle Rock Fire and Rescue Department	MEMBER NAME			DATE REVISED	
Operations Division	Jamie Duncan				
Month: December Year: 2021	Colleen Sanderlin			12/31/2021	
Public Education Contacts	Total Number of Contacts	Total Number of Child contacts	Total Number of Adult Contacts	Hours	Number of Events
Station Tour	7	3	4	1	2
BLS class	1	0	1	3	1
School Visit	54	50	4	0.5	1
Community Event	70	30	40	0.5	1
Santa Drive By Event	350	200	150	7	1
Coloring Contest Presentations 2021-2022	219	195	24	2	3
<b>Total</b>	<b>701</b>	<b>478</b>	<b>223</b>	<b>14</b>	<b>9</b>
Public Education Contacts - Line Only	Number of Contacts	Total Number of Child contacts	Total Number of Adult Contacts	Hours	Number of Events
	3	1	2	0.5	1
Public Education Contacts - Educator Only	Number of Contacts	Total Number of Child contacts	Total Number of Adult Contacts	Hours	Number of Events
	5	2	3	3.5	2
Public Education Contacts - Line and Educator	Number of Contacts	Total Number of Child contacts	Total Number of Adult Contacts	Hours	Number of Events
	693	475	218	10	6
<b>Total</b>	<b>701</b>	<b>478</b>	<b>223</b>	<b>14</b>	<b>9</b>
Car Seats	Rear Facing	Forward Facing	Booster	Total Car Seats	
	12	4			
<b>Total</b>	<b>12</b>	<b>4</b>	<b>0</b>	<b>16</b>	
Wildland-Urban Interface Assessment Address	Neighborhood	Contacts	Hours		

Getting ready for the drive by



Thank you to Lowes and Chick Fil A for their generous donations for the Santa drive by project



## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues**

Our 2022 budget was approved by Council on December 7<sup>th</sup>, which in turn approved four positions (3 FF/Paramedics and one Safety and Training Officer) in addition to our non-personnel requests for next year. We began working on filling these positions in December so that we are ready to go starting January 1<sup>st</sup> in anticipation of a February fire academy for those who will need to attend.

December also saw the graduation of FF/PM Zac Pelster and FF/EMT EJ Voit from the West Metro Fire Academy. A huge thank you goes out to Captain Hood for his temporary assignment to the academy as well as all of the adjunct instructors who also assisted during this time to ensure that Zac, EJ, and all of the other recruits received the best training available. Welcome Zac and EJ!

We responded to another motor vehicle crash behind Bubbles in which a vehicle went down the embankment and ended up in the back lot of the store. After this response, I contacted our Public Works Department to see if they could address this safety concern with CDOT since Meadows/Founders/Hwy 85 is owned by CDOT. CDOT responded that they have a project scheduled for this area in 2022, and that they have included a guard rail to be installed on the south side of the road to try and prevent any other vehicles from going over the embankment. This is welcome news, and, hopefully, it will help resolve this problem.

The Town has begun meeting with the developers of Dawson Trails (Dawson Ridge), and we have conveyed our concerns about access as well as future development and needs. We have requested land for a future fire station as well as apparatus for said station to be purchased by the developer in an attempt to help offset the town's cost. We are also working with the developer on access issues as a single, at-grade crossing is not conducive to emergency response. The developer understands our concerns, and is looking at potential options.

### **Fire Chief Commentary:**

Our annual poster contest winners were announced in December, and five winners at four schools – Academy Charter x2, Castle Rock Elementary, Clear Sky Elementary, and Sage Canyon Elementary – were represented this year. In addition to each poster being made into a placard that is placed on one of our apparatus, each winner was recognized at their school, was able to place the placard on the apparatus, received a framed copy of their poster, and their entire class was treated to an ice cream party. FLSE's Sanderlin and Duncan did a great job again this year with this public education program!

We hosted a fireworks show sponsored by the Board of County Commissioners on December 18<sup>th</sup> at the Santa Fe Quarry. While conditions were dry, we were not in any fire restrictions that would have canceled the show. As we do at all fireworks shows, we had resources in place to address any immediate concerns, and we did have several small spot fires that required some additional units to

respond. These spot fires are not uncommon with a fireworks show, we have experienced these in the past, and we were able to contain and extinguish them in a timely manner with no property lost.

A new emergency vehicle access (EVA) was built by Douglas County that leads from the south end of Happy Canyon to Home Street. This EVA can also serve as an evacuation route from Happy Canyon or Silver Heights in the event of an emergency. We have been working with South Metro Fire and Douglas County on this for over 10 years, and we were finally able to bring this to fruition with the Town acquiring the open space north of Silver Heights where the old emergency medical center is located.

Our community wildfire protection plan went through one final review with Town staff in December with just some minor modifications that need to be completed before sending to Council for consideration and possible adoption. Currently, the plan is to send to Council in late January or early February, and once adopted, we will begin work on implementation starting next year.

- As part of the startup to the CWPP, we met with the Escavera HOA to discuss opportunities to conduct some mitigation in this neighborhood. The HOA is very engaged, they have completed some mitigation on their HOA property, and are now looking to work with the Town to do the same on town property. After meeting with the HOA and reviewing their priority areas, we secured a mitigation contractor, and mastication was completed in the affected areas. There is some additional hand work that is needed to complete this mitigation to tie it into Town property. We expect this to be completed in January.

Finally, I attended the Taking Care of Our Own class offered by the National Fallen Firefighters Foundation (NFFF). Taught by instructors who have direct experience in either personal or department loss, this was a very moving, yet informational class on how to best respond to a loss within our department. I would strongly encourage any fire officer to take this class if offered.

## **Life Safety Division:**

**Division Chief Brian Dimock**

### **Fire Marshal Commentary**

I want to first say I hope that everyone had a Happy Holiday this festive season. The one thing that we have to realize that outside of this Town, there are things that are happening that are devastating. However, our town is not shielded in any way, shape or form, but we manage to keep the Holidays shining brightly and the festivities centered around family and good times.

Even with the festivities that took place, the Life Safety Division was busy ensuring that businesses and construction sites were safe and operating with integrity.

### **Key Life Safety Issues –**

The Life Safety Division works under the premise that we enforce the fire code through education. This provides the ability to allow most business owners and constructions sites to make the corrections that they need to with the understanding the “why” they need to do this. Most of the time this approach sees very good results. Once in a while, they just don’t want to understand the “why” and that is when we have to change our tactics slightly.

We had a few complaints that resulted in 2 staff hours to resolve. Two of the complaints were neighbor complaints, one was regarding construction materials in the street and sidewalk, and one was concerning a fire pit. One was resolving a matter that started back in June.

It is important to note that the major goal and objective of the Life Safety Division is to complete all of the tasks requested; (not all inclusive) public education, plan reviews of development planning, concept plans, buildings, and fire protection systems; and to inspect new construction and sites, existing occupancies for code compliance; and to ensure the safety of the occupants, workers and responders who may need to respond to an emergency at the site. In addition, the Division is involved in response and investigation assists to the Operations Division when requested, and provide a multitude of other services to the Town and its community members.

During the month of December, the Life Safety Division completed 591 calls for service that are described below. It is important to note that this is not a complete listing of all the items completed by the Division.

### **Fire Prevention Bureau – Code Enforcement / Inspection Activity:**

Development and Construction activity continues to move forward at a very rapid rate. The following items were noted for December:

- 158 plan reviews were completed consuming 153 hours of time from the three reviewers.

Inspections activity, including construction and existing occupancy, continued strong during the month of December:



- 324 inspections were completed utilizing 194 hours. These were completed by the five members of the team. This included instruction for our newest member on some of the more unusual items that they may see.

Special Events activity is always busy during the holiday season. We are seeing more events throughout the town and the amount of mobile food trucks has increased tremendously this year.

- There were 15 inspections and reviews of the special events using just under 18 hours of staff time, normally during the weekends and after-hours.

Overall: Maintaining fire and life safety during construction or at existing businesses is a priority within the Castle Rock Fire service area for the Life Safety Division. While this is not the only area that we monitor, this is one of the largest items that we come into contact with. During the month of December:

- A total of 168 occupancies were touched through inspections.
- The Life Safety Division logged just under 1,154 hours of total time during the normal duties of the day.

### **Unmanned Aerial Vehicles (UAV) –**

One of the tools that is used within the Life Safety Division is the UAV's. We are constantly finding new uses within the emergency response fields. Although these look like any other UAV, these are the workhorse of this Division. They are very useful for construction site documentation, search and rescue operations, pre-fire inspections, fire operations, and wildland fire fighting. The UAV pilots logged a total of 96,430 feet of flight with a total flight time of 187 minutes. This was completed during the 25 flights that took place.

### **Responses/Investigations –**

December increased our response assists and investigation entries. Although the number of entries were relatively the same, the amount of time spent on these items increased due to numerous other factors, i.e. severity of item, or the length of time needed to conduct the investigation.

- 45 response assists were logged to aid the Operations Division with items that they had, taking a total of 38.25 hours to complete.
- 14 investigation entries and 54 law enforcement entries pertaining to investigations and one of the members had court or other LE related activities, logging a total of 23.5 hours of time.

## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

With so much happening in December, we thought it might be a bit more efficient to give some updates on a few of the projects we are involved in:

**West Metro Fire Rescue (WMFR) Academy:** Congratulations to FFs Voit and Pelster on graduating from their academy! They wrapped up their 18 weeks with scenario-based days, car seat tech school, and final testing. We'd like to thank the crews that came up and participated in the field days – you taught our newest members a lot! EJ and Zac are already deep into their Transition Academy (led and facilitated by Captain Hood and FF Reed) and should make it online by January 12th.

**New Hire Process:** We are working on filling vacancies in preparation for the upcoming WMFR academy that starts on February 1<sup>st</sup>. Between the known departures and the new spots, we are planning to put four members into the academy and one additional new member will do a Lateral Academy later in the spring. All of those candidates are currently going through the final stages of the hiring process, and we should have everyone finished by January 14<sup>th</sup>.

**LT Promotional Process/ALT Task Books:** Early in December, four members completed the Lieutenant promotional process and all are eligible for future openings. We'd like to congratulate all four of them for doing so well in the process!

**CMCB:** Jeff and I presented to the CMCB Board on December 16 for our potential inclusion into the certifying agency. We received very positive feedback about CRFD joining CMCB, and the board will officially vote on the inclusion during their January meeting. Following that vote, the fire chiefs of each agency need to approve it before things become official. Projecting that the votes go our way, we intend to have us all moved over before July 1, 2022.

**STO Position:** As you know, we are very excited to have Lt. Adam Gallegos join us in the new Safety and Training Officer position! Adam will start work with us on January 3<sup>rd</sup>, and we'll spend time figuring out the new look, roles, and opportunities with the division. Due to limited space, Adam and Jeff will share an office in the South Building. And while a vehicle has been already ordered for the position, Adam will be using the pickup until it arrives. Adam's skill set and experience will be extremely valuable as the division continues to evolve to better serve the line, and we can't wait to see what's next.

Additionally, we'd like to thank all of the internal and external members that participated in the design and evaluation parts of the process. The recent Acting Lieutenants group have all been issued their task books and have begun their journeys in the front seats.

**Global Tech Review:** This team has had several meetings over the past two months to begin conversations with potential vendors to address scheduling and incident reporting software needs. The discussions have been informative, and we feel confident that there will be some good solutions for us moving forward. Next up: deeper dives with select vendors and the inclusion of elements of the town's financial and IT teams. There is no particular timeline for implementation just yet.

**December Training:** Crews continued to take advantage of the Acme property access and have done a lot of training on the site. As of 1/1, the site will no longer be available for training...but there might be a chance that we can get out there a bit more. The MSA in-service training continued with each crew spending a lot of time getting more familiar with the packs. Finally, thank you to Lt. Moore for facilitating the December EMS training on neurotrauma.

**Hosting Trainings:** December brought us the opportunity to host two excellent trainings at the North Building. The first was a day-long NFFF Taking Care of Our Own class focused on best practices for departments that experience a LODD. The class was taught by NFFF instructors, a fire chief, and a surviving family member; and provided great insight on events that we hope we'll never have to face. The second training was between our hazmat team and the US Army's 8<sup>th</sup> CST, and went through sampling procedures for CBRNE events. This unique full-day training was organized and facilitated by BC Butts and included elements of the Department of Energy, the Idaho National Laboratories, and the Nuclear Regulatory Commission. Throughout both trainings, the department was able to identify what we currently do well in addition to areas that we can improve

**FTC Update:** We did have someone trespass on the property and make their way into the building via the c-side 2<sup>nd</sup>-floor balcony door (no known damage and nothing known to be missing). As you know, we've ensured that all of the Conex on site have been locked up and we'll be exploring how to secure those 2<sup>nd</sup>-floor doors.

In December, crews trained more than 1,792 hours on a wide range of topics to stay operationally prepared including EMS topics, driver/operator, engine and truck company operations, forcible entry, hose work, incident command, ground ladders, professional development, size-up, physical fitness, search and rescue, and much more.





Drill w/ 8<sup>th</sup> CST and DOE



Drill w/ 8<sup>th</sup> CST and DOE



Drill w/ 8<sup>th</sup> CST and DOE



Drill w/ 8<sup>th</sup> CST and DOE



## **Logistics Division:**

**Division Chief Jim Gile**

### **Division Chief Commentary**

December, as always, is a month full of activity in the Logistics Division. This month, we continued to work on many on-going projects as well as many new end of year projects that we attempted to complete as budget allowed. This included things such as new structural firefighting gloves, new Class B firefighting foam, window blackout shades in bunk rooms, new mattresses and more! We were also able to do a few small things that were requested at Station 153 earlier in the year to bring their apparatus bay in line with other stations. Of course, these were all done as budget would allow. Logistics has also been working diligently on the rollout of the new MSA SCBA's. A lot has gone into this, since we made the decision to transition to MSA and took delivery of our new air packs. All of the fire houses have had training packs supplied to them and have been working through the in-service trainings as crews. As we have worked through this, we have run into a couple of lessons learned and have made adjustments to compensate or mitigate the issues found. Overall, as reported by the Training Division, we are on track for the January 14, 2022 in-service of this equipment. Additionally, Covid-19 PPE and supply have transitioned to FF/PM Winters. Any requests for those supplies that Logistics had been handling will now go through him.



We attempted to take care of as many station projects as we could in cooperation with Town Facilities Department. Some we were able to complete, such as the kitchen ceiling repair at 151, but unfortunately others we were not able to accomplish due to out of budget or no contractors. We will continue to work with facilities into 2022 to attempt to get these identified projects done.

LEST Keegan continued his work in support of department operations. This month, LEST Keegan has been working on getting those that missed fit testing during their shift completed for the new year, and assigning the new gloves and MSA regulators to members. He has also been working on scheduling the annual testing required by NFPA for equipment next year, and has worked with the newly promoted members to get them their temporary badges and uniform brass per their rank. 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 December, Ben has made efforts to tie up some loose projects that he has had on the board. He also spent time at Station 152 working on Quint 155 in the reserve bay there. This allowed him to continue work on the aerial when the weather turned less favorable. Sr. EVT Jennings also continues to work with Lt. Richardson and Boise Mobile Equipment on the two Type VI brush trucks in process there.

## Division Project Report

Facilities projects

Cell and MDC replacement

First Net Cellular project

Sierra Wireless gateway pilot

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

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 December are 2,893. Year to date is 29,465 and the total since we began the program is 126,663. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system



Aerial Work at Station 152



New Battalion 151

## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

In early December, I had the privilege to visit Stoney Point Volunteer Fire Department (SPFD) in North Carolina on a Commission on Fire Accreditation International (CFAI) peer team visit. The team was impressed by this relatively small, dedicated, and motivated agency. After three and a half days, the team recommended SPFD for continued accredited status. This will be SPFD's third accreditation, pending approval from the commission.

In December, I completed CRFD's Community Risk Assessment (CRA) update. The document is currently under review and final edits are being made. With the close of another year, we must update the Standards of Cover. This update will transition to a new format that follows the Quality Improvement for the Fire and Emergency Services model. Once complete, the updated SOC will be presented to Town Council for consideration and adoption.

Late in the month, we were contacted by the Center for Public Safety Excellence (CPSE) requesting possible timeframes for final document completion and potential site visits. Based on that conversation, we will have all documents (CRA, SOC, Strategic Plan, Self-Assessment Model, and all references materials) uploaded for the peer team review no later than Friday, February 25<sup>th</sup>. The dates of the site visit will be determined once a peer team is assigned.

### **December 2021 Summary:**

#### **Calls for Service:**

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	630		999		406		1414	
Urban	420	67%	614	61%	275	68%	858	61%
Rural	144	23%	225	23%	92	23%	311	22%
Interstate	14	2%	43	4%	12	3%	49	3%
Blank	52	8%	117	12%	27	7%	196	14%
Mutual Aid Calls	61	10%	224	22%	48	12%	193	14%
Aid Received	26	4%	105	11%	23	6%	88	6%
Aid Given	35	6%	119	12%	25	6%	105	7%