

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency 2017-2022*

## April 2022 Monthly Report

**Department News:** Three members of the Wildland Team: Kallweit, Spronk, and Dudley deployed to the Ft. Lyon and Bent's Fort fires near La Junta, Colorado as an initial surge assignment. The crew was quickly reassigned to the Federal management of the incident and was part of the Bent's Fort Task Force for the first part of the assignment. Spending several days working on mop-up, containment reinforcement, hazard tree removal and patrol. The Bent's Fort fire was released back to local incident management by the end of day 4 and was handled by remaining local crews. The crew was then reassigned to the Ft. Lyon fire for an Initial Attack assignment for new flare ups that occurred late on day 4. However, the fire was contained by the time the CRFD crew arrived and they were subsequently released.



**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  
**April 2022 ...100%**

Of the 49 customer survey cards we received in April, 48 were of the highest overall rating of 5. One had a rating of 4. Some of the comments we received read; *"All were great. Got me down two flights of stairs. Thanks for saving my life."* Another read; *"Awesome, efficient, professional & caring. We couldn't have asked for better service! 911 was called 3 times in 6 days & every time they came, they were kind and caring. Thank you!"* Another read; *"I appreciate the STELLAR professionalism, compassionate, patient nurturing approach each fire/rescue person showed. I am incredibly thankful to live in a community where we have THE BEST fire/rescue professionals keeping us safe ☺"*

### **Call Statistics**

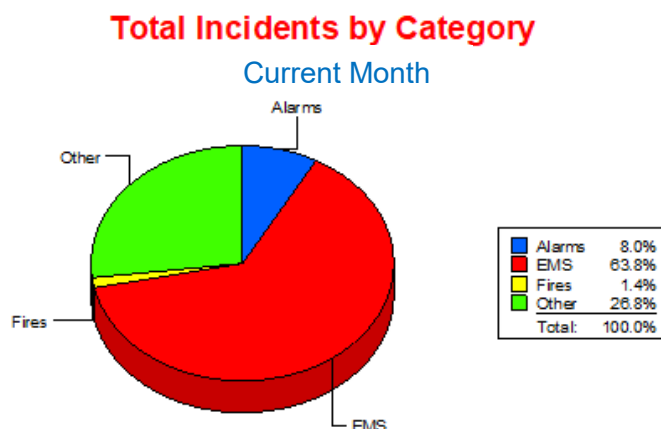
For the month of April, we responded to 542 calls for service. Last year at this time, we responded to 438 calls. This places our year to date calls at 2,236, which is 429 more calls or 19.2% higher than last year. Average calls per day for the month were 18.6.

Of the 542 calls for service in April, 334 of the calls were for EMS. We had 303 patient contacts and transported 239 patients. This time last year, we had 200 transports.

### **Fire Calls**

During the month of April, we ran 13 fire calls compared to 7 in April 2021. We had 41 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.

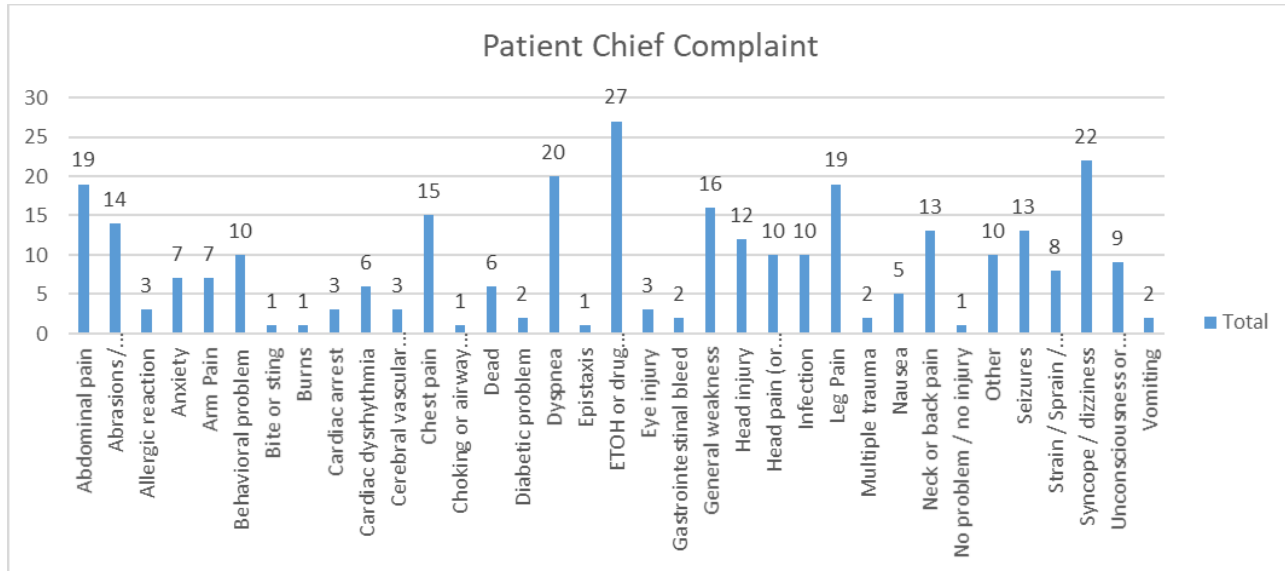
The chart below indicates call proportions for the month of April:



Franktown Fire Department, transported one patient out of our district this month, due to the call originating in Cobblestone Ranch, which they are the closest ambulance to respond to this area.

### Emergency Medical Service Calls

The most common EMS calls in April were for alcohol or drug issues with 27 patients. The second most common complaint was for syncope/dizziness with 22 patients.



### Measurable Outcomes

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

**March 2022...100%      April 2022...100%**

Monthly alerts called by crews and follow-up

<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>85.8%</b>
<b>STEMI Alerts</b>	<b>3</b>	Transported to appropriate facility <b>100%</b>
<b>Sepsis Alerts</b>	<b>5</b>	Transported to appropriate facility <b>100%</b>

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

### Significant Incidents:

- **B Shift:** On April 28th, Battalion Chief 151, Engine 152, Quint 151, Engine 154, Medic 151, Medic 154 and Chief 151 responded to a motor vehicle crash (MVC) with heavy extrication

involving a semi-truck and concrete pump truck. The driver of the concrete pump truck was trapped/pinned. The driver was extricated and transported to an appropriate medical facility.

- **C Shift:** On April 15<sup>th</sup>, Quint 151, Medic 151, and Battalion 151 responded to South Perry Street for a reported medical assist. The crews found one older adult male in cardiac arrest. The crews performed advanced life support care on scene. The patient regained a pulse and starting breathing on his own. The patient was transported to a local hospital and later discharged with normal neurological function.
- On April 16<sup>th</sup>, Quint 151, Medic 151, Engine 154, Medic 154, Quint 155 and Battalion 151 responded to Founders Parkway at the Interstate 25 for a reported vehicle crash with extrication needed. Upon arrival, the crews found one patient was injured and trapped in a vehicle. Crews provided advanced life support care and extrication to remove the vehicle from around the patient. The patient was extricated and transported to a local trauma center with critical injuries.
- On April 26<sup>th</sup>, Quint 155, Quint 151, Engine 152, Franktown Engine 181, Medic 151, Medic 154, Division Chief 151, and Battalion 151 responded to the Terrain area for a reported residential structure fire. Crews found a residential structure fire with parties reported trapped. One rescue was performed and the patient was transported to a local hospital. Crews found a room and contents on fire and extinguished the fire. Crews assisted the fire bureau with the investigation.
- On April 27<sup>th</sup>, Battalion 151 and Hazmat 153 responded with Larkspur Fire to Interstate 25 and mile marker 174 for a reported hazardous materials incident. The crews assisted Larkspur Fire with identification, isolation, and recommendation for mitigation of a low-level radiation source used for construction purposes. The source was mitigated by the Colorado State Patrol and Colorado Department of Public Health and Environment Hazardous Materials and Waste Management Division.

### **Life Safety Educators:**

The Fire and Life Safety Educators (FLSE) scheduled and participated in several public education events. In conjunction with Castle Rock PD, they both initiated a distracted driving class at Castle View High School. The initial reaction was that it was well received. They also participated in a career fair at Mesa Middle School. We continue to assist or perform several car seats checks and installations, and completed the approved proxy program. This has made this portion of the process much more user friendly and efficient. The FLSEs have made this successful for our initial process of working through it.

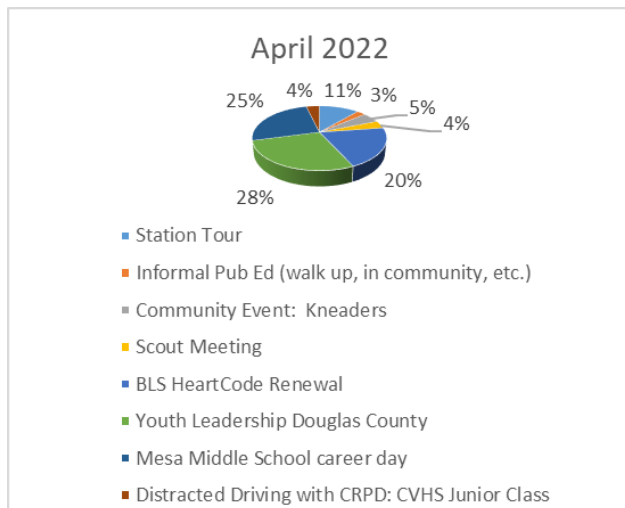
We continue to plan for, and discuss, best practices for upcoming educational opportunities with the Community Wildland Protection Plan (CWPP) program. We will be hosting a CWPP citizen stakeholder program in June to ensure we create opportunities to educate our citizens on this program.

To ensure accuracy and transparency, the Facebook data will be displayed one month prior from here on. In the May report, we will publish the April data.



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 the month.



Teaching CPR to High School students during Youth Leadership Douglas County



Thank you to Troop 67723 for delivering cookies to Home Town Heroes

**Deputy Chief Commentary:**

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

We are working closely with the Life Safety Division, and Castle Rock Police Department, as we all continue to participate in a multi-faceted investigation occurring from a call involving all agencies.

We also continue to have concern on the extremely dry conditions we continue to see. There were several days this month where Red Flag Warnings were issued. When this occurs, we continue to increase our responses to any wildland fire.

We are continuing to prepare for our site visit for reaccreditation from May 8 -12<sup>th</sup>. All members have been oriented as to what will be occurring and expectations during this visit.

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.

The ER divert status has improved dramatically in the last month. We will continue to monitor this situation moving forward and take proactive steps if needed.

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

In April, members were involved in physical fitness for a total of 250.5 hours.

## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues**

With the continued dry spring and increased fire danger, the County and Town both implemented Stage 1 Fire Restrictions last month. Current conditions are similar to those in the Spring of 2002 when we had the Hayman Fire in June. We are closely monitoring these conditions, and hope for some May moisture since we didn't get any April showers.

We continue 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 continued to discuss the need for a site for a fire station as well as potential contributions for construction and apparatus acquisitions. We have also been discussing potential Emergency Vehicle Access (EVA)s for Twin Oaks and Keene Ranch and wildland mitigation for the entire subdivision. As this project is very fluid, we will continue to work with them on these issues as well as any others that may arise.

Our proposed 2023 budget was submitted to Finance in early April. Our intent is to continue to follow the Master Plan as it relates to personnel and station requests, and we addressed some other items that have arisen over the past year. We have been working with our financial analyst to refine our requests, and we are scheduled for our formal budget meetings in early May. While the Town is on good financial footing, we do not have enough money to fund all of the requests from all of the departments. As such, we will work to ensure that we stay on course to the best of our ability while working with other departments to ensure the Town's success as a whole.

Congratulations to our Logistics Division on winning the Project Green Award for 2022! With the purchase of the Draft Commander in 2019 to perform pump testing and engineer training, we have saved approx. 3.5 million gallons of water a year by recycling the water through the Draft Commander and not dumping it on the ground. Great job Jim, Ben, and Tad!



### **Fire Chief Commentary:**

We are continuing to work with Douglas County OEM on the planning efforts for a wildland fire field training exercise (FTX) on October 1st. There are numerous teams and committees working on the planning of this exercise, and we have also committed to participating in the exercise. This is planned to be a pretty extensive



exercise in the Franktown area involving multiple agencies including fire, law, OEM, and others, and it should be a good test of a number of different capabilities.

We have begun some preliminary work with the Town Manager's Office to look at the potential of acquiring property in the Plum Creek/Wolfensberger Road/Prairie Hawk extension area for a future fire station as well as potential property sites for a future logistics facility. This involved explaining our space requirements, distance for coverage to other stations, call volumes, and our continued growth in the size of our fleet. Again, this is all preliminary, but due to the current state of affairs, we need to move forward with addressing this need.

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.

Finally, we had a number of members participate in the funeral for West Douglas Fire Marshal Steve Smith. FM Smith died in the line of duty from a medical emergency after returning from a call for service. From planning to staging to ceremonial unit duties to displaying the garrison flag, our members performed with dignity and honor and provided FM Smith, his family, and the West Douglas Fire Protection District with the proper respects he had earned. Thank you to all who participated in this event!

Motor vehicle crash that required extrication





## **Life Safety Division:**

**Division Chief Brian Dimock**

### **Statistics:**

Inspection Type	Number	Hours
Complaint	6	4.25
Construction	167	135.18
Correction Notices	24	13.25
Primary Insp	53	28.25
Follow-up Insp	61	27.25
Special or Special Event	12	10
HazMat/Primary & Data	8	7.25
Pre-Citation	1	.75
Total Inspections	332	226.18

Total occupancies inspected during April – 179 – 7.55% of total occupancies

### **Plan reviews:**

A total of 159 plan reviews (123.85 hours) were completed during the month of April.

Of these plan reviews, 27 were for permits and none of which took the allotted 10-day period. The average amount of days to review was 3, 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 – 5 responses taking just under 14.5 hours to complete.

Investigation – 28 entries requiring 54 hours of time to complete.

This investigation time included several illegal fires that were started during the stage one fire ban, and a single-family residence fire that we had this month. We still have an open investigation for the house fire that occurred late this month.

### **Wildland Urban Interface – Education/Mitigation Efforts**

During the month of April, there were several home assessments completed, as well as, meeting with HOA's to give basic information to assist in moving this program forward. A total of 12.5 hours during April were dedicated to this cause. Residents can access [www.firewise.org](http://www.firewise.org) for further information regarding how to mitigate their property.

### **Training:**

The division as a whole entered 61.25 hours of training during the month of April. This includes training for investigations, fire inspections, plan reviews, and code interpretation.

### **UAV's:**

Total Flights – 43

Total Flight Feet – 103,318

Total Flight Time – 422 minutes

### **Administrative:**

A total of 25.5 hours was dedicated to handling customer complaints and inquiries during the month of April.

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

Responding to a residential structure fire



Working with CRPD on the fire investigation



## **Training Division:**

**Division Chief Oren Bersagel-Briese**

### **Division Chief Commentary**

A lot was going on in April, and we are extremely thankful for everyone's help, understanding, patience, and great attitudes throughout the month. Here are some updates on some of our projects:

**Hosting Trainings:** Around the middle of the month, we hosted the first of our to-be-named Department Drill Down Days. We had Capt. Dave Harms, West Metro Fire and Rescue (WMFR) spend the morning with on and off-duty members working on residential search tactics and priorities. This was a great start to this concept, and we look forward to the next iteration of the program. We were also able to get into the Pizza Hut on Wilcox Street for a week of training prior to it being torn down. Those arrival drills focused on initial attack and search/rescue, followed by a few days of destructive training working on ventilation and forcible entry/exit skills. Lastly, C-shift was able to spend the day with Capt. Rob Backer (Thornton) learning about the Art of Reading Smoke. We've heard great things about this training and are thankful for Rob's time in helping our members get better at understanding a fire scene by looking at the smoke conditions.

**April Trainings:** This month, crews trained for more than 2,327 hours on a wide range of topics including wildland hands-on skills, EMS trainings, and company level drills. Additionally, crews focused their EMS training on causes of death; and members of the Swiftwater Rescue Team completed their annual swim test. Thank you to Firefighter Kevin Travis for leading the department through our annual hazmat training! Kevin was able to coordinate with Offen Petroleum to bring in an actual over-the-road tanker trailer that allowed crews to work on a real truck – which led to a good hands-on experience.

**CMCB:** At the April board meeting, all CRFD certifications were approved for recognition into the CMCB system. We anticipate that members will start to see their CMCB certifications within the next two months. Also, Firefighter Geoff Polidoro has gone through the Evaluator 1 class and test and will start to work with our members on Evaluator 2 certifications.

**WMFR Academy:** Our four members continue to perform to a high standard at the academy. Firefighter Jake Malone is still spending the bulk of his four-days at the academy teaching and serving as their liaison back to the department. Also, thank you to the crews that have gone up there to help with teaching! Planning has begun for their Transition Academy, and we are anticipating that they will go on line sometime near the end of June.

**New Hires:** In the middle of April, we interviewed 12 applicants for the Firefighter/Paramedic lateral positions. Thank you to the line members that helped with the interview process (Patik, Prosch, Robberson)! While we saw many good candidates, we were excited to make conditional job offers to two people. They are going through the background, psychological exam, and polygraph; and we will





share their names once they have completed that portion of the process. They will begin their Lateral Academy on July 7<sup>th</sup> and should go on line sometime near the beginning of August.

**Acting Engineer (AENG) Process and Class:** We held this year's Acting Engineer process at the beginning of April, and we'd like to congratulate everyone that participated! Each member passed the process, and they have already begun their training. Thank you to the line members that helped with the interview process (Patik, Polidoro, Miller)! The six new AENGs along with several other department members are now going through the five-day Engineer School, which is led by Engineers Steve Patik, John Gardner, and Chris Bates.

**Fire Training Center (FTC):** Work and updates continue at the training center including more metal walls, dividing up the third floor, and installing interior doors. We still have a long list of improvements that the FTC Team is working on, so expect more changes over the next few months. We have also left portions of the first and second floors packed with household items, so we hope that you enjoy the additional complexity when running drills at the tower!

**Global Tech Team:** The team has been extremely busy in April trying to narrow down a recommendation to replace the High Plains software. We have had several meetings with vendors and continue conversations with Finance, HR, and DoIT on which direction we will go. We intend to have a recommendation soon, and implementation should begin not long after that. If you have any questions, please contact BC Cameron Nelson, LT Mike Moore, or me.

**FDIC:** Capt. Jeff Hood, LT Adam Gallegos, FF Aaron Goudy, and I had the opportunity to attend FDIC during the last week of the month. The conference was back up to full speed with more than 28,000 in attendance. We were able to attend many great classes, and I had the honor of presenting at the conference for the first time. It was a wonderful experience and we are looking forward to bringing some great stuff back to the department.



Recruit Academy



Hazmat training w/ Offen Petroleum trailer





Drill down search training



Drill down search training



Drill down search training



Pizza Hut acquired structure training



Pizza Hut acquired structure training



Engineer School



## **Logistics Division:**

**Division Chief Jim Gile**

### **Division Chief Commentary**

Work continued in many areas during the month of April. Some of this included continued work on the final up-fitting of Unit 108, Battalion 151. The unit was completed and was placed into service on April 25<sup>th</sup>. In addition, work began on up-fitting and prepping the two new Type VI brush trucks for service. We will have multiple things to do on these units before they are ready for service, and we are sure all members will enjoy the improvements made on these new trucks. Facilities wise, the front side walk at Station 154 was replaced and brought up to ADA code, and we held a vendor meeting at Station 154 for the door raise project at Stations 154 and 155. This door raise project has been a challenge; last year, we were unsuccessful getting any interest from contractors on this project. With Facilities, we decided to regroup and put out a formal RFP this year. We did receive some interest and now have two proposals for this project.

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 to resolve those before putting additional units into the field. Specifically, we are finding GPS issues with the new units and are working with both DoIT and DCSO to find a resolution for this.

The Logistics Division attended the April 20<sup>th</sup> Doughnuts and Doorprizes all employee meeting and was presented with the 2022 Green Leaf Award, Group Award for Recycling and Waste Reduction. This award came from a nomination for the Draft Commander mobile pump testing trailer that we use to perform all of our annual pump tests as required by NFPA. We have also recently assisted the Engineer Leads during the Acting Engineer Academy with the use of the Draft Commander during Engineer training. The Draft Commander allows us to recycle and reuse a large portion of the water used for testing and training, thus recycling and reducing waste.

Work also continues in other areas of the Logistics Division. Logistics and Equipment Support Technician (LEST) Keegan continues to handle the day to day logistics needs of the department, this includes tools, equipment, uniforms and PPE. Tad is also the primary approver of the Home Depot / Supply Works station supply orders. Sr. Emergency Vehicle Technician (EVT) Jennings continue to handle the repair and maintenance needs of the department's fleet. Just this month, after a failure of a belt tensioner on Q155, Ben repaired the unit in the Murdoch's parking lot and got the crew back in service while they had lunch. Soon after that, they responded first in / first due to the Dove Valley structure fire. Ben's response and work turned a possible out of service with changeover and tow into a repaired and back in service unit, that responded to a lifesaving emergency.





## **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 April are 5,125. Year to date is 17,894 and the total since we began the program is 144,558. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

The new Battalion 151 vehicle 2022 Chevy 2500HD



Draft Commander in use for the Acting Engineer Class



Sr. EVT Jennings making repairs on the road

## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

This past month, the Strategic Plan, Community Risk Assessment, and Standards of Cover were presented to and adopted by Town Council on April 5th. We also spent the majority of the month preparing for the Commission on Fire Accreditation International (CFAI) Peer Team visit scheduled for 5/8 – 5/11. The team will arrive on Sunday 5/8 and begin the on-site assessment process Monday morning (C-shift), continuing through Wednesday (B-shift). The team will conclude the site visit with an out-briefing on Wednesday evening. During this briefing, the team will advise us of their overall recommendation to CFAI, and discuss specific recommendations for continued improvement. The team will provide a formal report within two weeks for the department to review. Once the report is finalized, it will be submitted to the CFAI. Assuming the peer team recommends CRFD for accredited status, we will go before the CFAI in August of this year. The commission hearing will be held at the Westin Hotel (DIA) between August 16 – 18. The final hearing schedule should be published in early July.

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.

Emergency Management work continued with the North Central Region (NCR) and Urban Area Security Initiative (UASI) joint governance board and well as Douglas County Office of Emergency Management, Incident Management Team, and the Emergency Operations Center.

### **March 2022 Summary:**

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

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	567		1266		371		5661	
Urban	349	62%	732	58%	234	63%	5298	94%
Rural	156	28%	350	28%	104	28%	244	4%
Interstate	13	2%	60	5%	13	4%	60	1%
Blank	49	9%	124	10%	20	5%	59	1%
Mutual Aid Calls	60	11%	197	16%	47	13%	158	3%
Aid Received	32	6%	117	9%	29	8%	102	2%
Aid Given	28	5%	80	6%	18	5%	56	1%