

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

May 2022 Monthly Report

Department News: Three members of the Wildland Team, Rafferty, Compton and Marsh were deployed to the Calf Canyon Fire in New Mexico. They were there for 2 weeks and assigned to patrol the area, look for hot spots and mop up.



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
May 2022 ...96.5%

Of the 29 customer survey cards we received in May, 25 were of the highest overall rating of 5, 3 had a rating of 4, and 1 had a rating of 1. Some of the comments we received read; *"Everyone on the crew was fantastic. I appreciate that you all were here when I needed you. Thank you for a job well done!"* Another read; *"Took too long for ambulance to arrive. Ride to Adventist was painfully bumpy. Could not tell who was in charge."* Another read; *"I cannot express how pleased I was with your response. Everyone was very kind, understanding. Thank you so much."*

Call Statistics

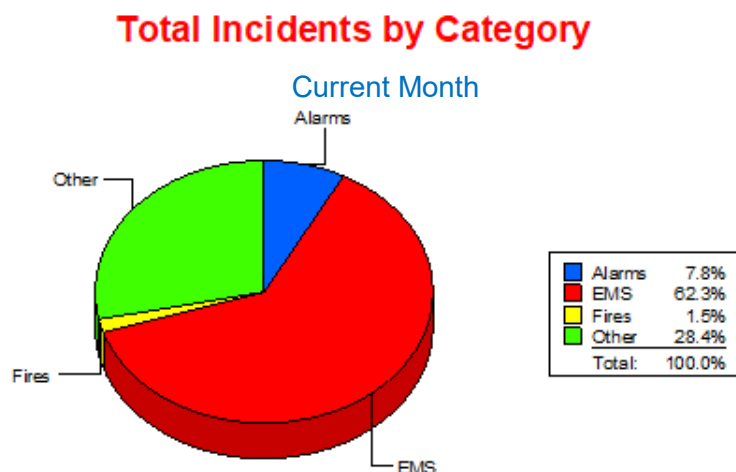
For the month of May, we responded to 605 calls for service. Last year at this time, we responded to 515 calls. This places our year to date calls at 2,842, which is 519 more calls or 18.3% higher than last year. Average calls per day for the month were 18.8.

Of the 605 calls for service in May, 345 of the calls were for EMS. We had 323 patient contacts and transported 252 patients. This time last year, we had 248 transports.

Fire Calls

During the month of May, we ran 13 fire calls compared to 8 in May 2021. We had 42 alarm calls, which is 13 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

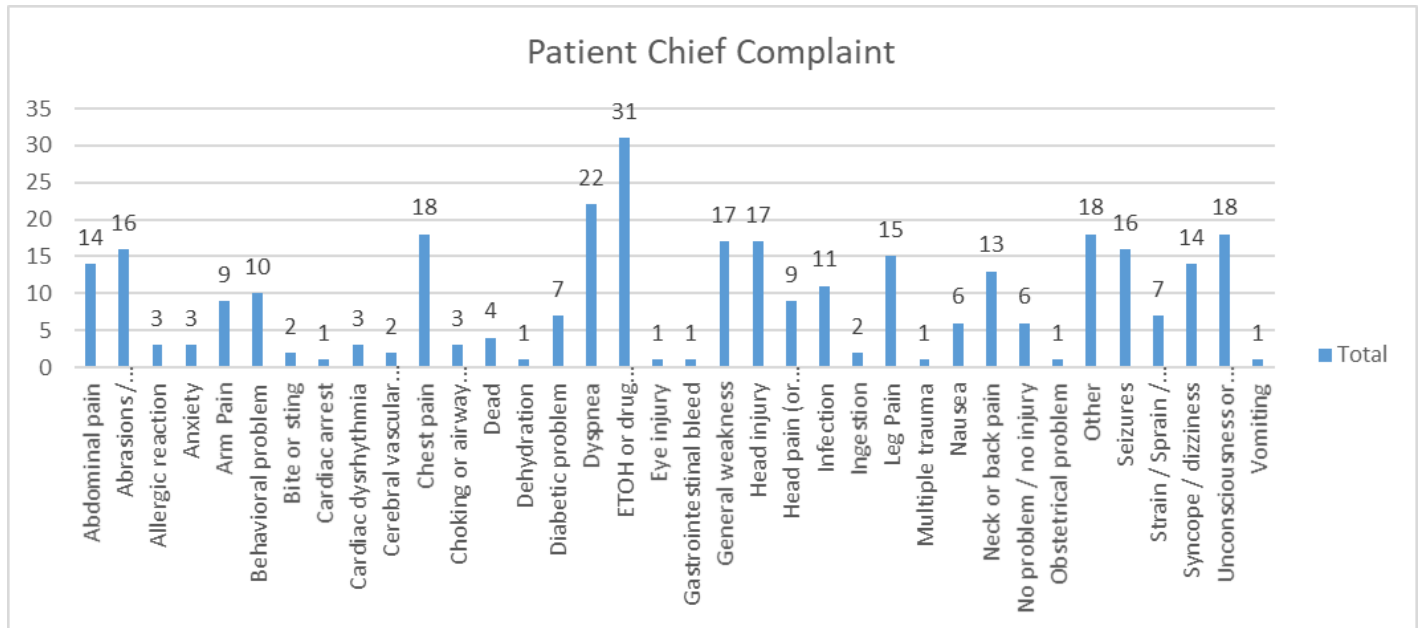
The chart below indicates call proportions for the month of May:



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, and Larkspur Fire also transported one patient due to our medic units being committed to other calls when this call came in.

Emergency Medical Service Calls

The most common EMS calls in May were for alcohol or drug issues with 31 patients. The second most common complaint was for dyspnea (shortness of breath) with 22 patients.



Measurable Outcomes

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

April 2022...100% May 2022...100%

Monthly alerts called by crews and follow-up

Trauma Alerts 0 Transported to appropriate facility 100%

Stroke Alerts 2 Transported to appropriate facility 100%

STEMI Alerts 3 Transported to appropriate facility 100%

Sepsis Alerts 6 Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

Life Safety Educators:

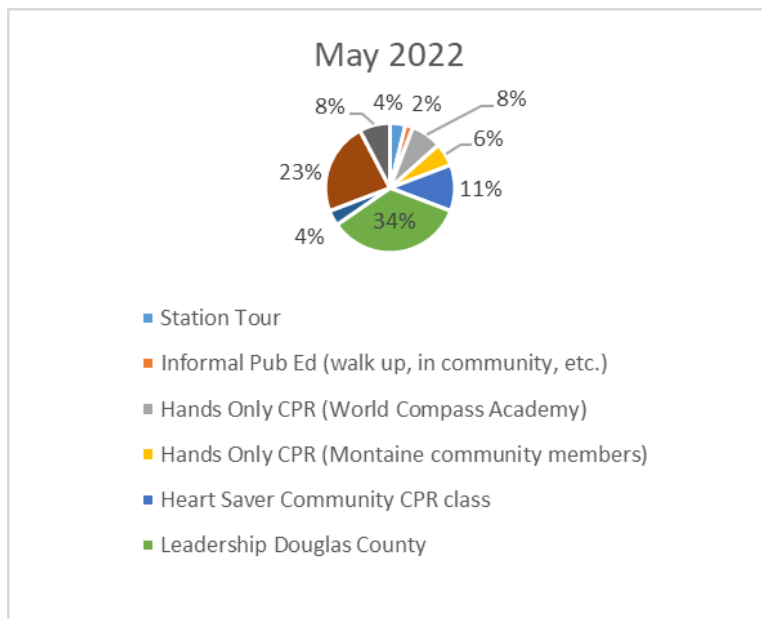
The Fire and Life Safety Educators scheduled and participated in several public education events. In conjunction with World Compass Academy, the team completed a Hands Only CPR Training that was very successful. They also planned, participated, and assisted in teaching the Leadership Douglas County Program at our training center. This was also very successful and very positive comments were received from the class. We continue to assist or perform several car seats checks and installations, and completed the approved proxy program, as well as several informal station visits.


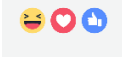


We continue to plan for a discussion, and best practices for upcoming educational opportunities with the CWPP program. We will be hosting a CWPP citizen stakeholder program on June 11th, at Station 154, to ensure we create opportunities to educate our citizens on this program.

To ensure accuracy and transparency, the Facebook data will be displayed one month prior from here on.

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 May and Facebook information for April.



CRFD Facebook April 2022		
	Followers	2,776
	Likes and Reactions	1,541
	Page Views	1,062
	Post Engagements	4,160

Deputy Chief Commentary:

Our call volume continues to increase, when compared year over year. Through the month of May, we have responded to 18.3% more calls for service than last year at this time.

We continue to have concern on the dry conditions we continue to see. Although the moisture last month did help, we would still like to see more. The town and county continue to remain in Stage 1 Fire Restrictions, and we will continue to monitor this. We had several more days in May where Red Flag Warnings were issued. We have already surpassed the total number of Red Flag days we saw in the entirety of 2021. When this occurs, we increase our responses to any wildland fire. We also had a wildland crew deployed to the Calf Canyon in New Mexico. They were active in fighting fire and prepping areas to the best of their ability in anticipation of the fire moving through. They are scheduled to return on June 2nd.

I am happy to announce the upcoming promotions of Steve Patik to Lieutenant and Aaron Goudy to Engineer/Paramedic. These promotions will become official on July 7, 2022 with the retirement of Lt. David Russell.

We completed our site visit for reaccreditation in May. The visiting site team had several positive comments about programs that fall under the Operations Division, and we look forward to reviewing any recommendations they may make to us and how we can incorporate these to continue to improve our department.

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. The accreditation team was satisfied with how we operate this area of our overall EMS care. 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. All crews completed a skills review and assessment at Sky Ridge in May. We appreciate the staff in numerous departments at Sky Ridge Medical Center in assisting with this, as it is labor and equipment intensive for it to be successful.

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 has remained steady through May. We continue to monitor this situation and communicate with our hospitals 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. 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 are beginning to schedule all of our members who have not had a maximal treadmill test since they became employed through CSU's Health and Fitness Clinic. We are able to accomplish this with funding provided to the department through the Colorado Heart and Cancer Trust. Those who have received this test during their employment, will also have the option to participate.

In May, members were involved in physical fitness for a total of 363 hours.

Hosting Leadership Douglas County:



LDC class of 2022 members used the "jaws of life" to take the car apart

Enjoying firehouse chili on a very cold day



Learning how CRFD plans for wildfires

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

We remained in Stage 1 Fire Restrictions for the entire 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 the long range forecast does not currently look favorable to lift restrictions any time soon.

Our proposed 2023 budget was submitted to Finance in early April, and we began our budget request reviews in May with our identified priorities. We will continue to follow the Master Plan as it relates to personnel and station requests, and we know that there are not enough funds for 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.

We completed our Peer Team site visit for accreditation, and the team will be recommending the department for re-accreditation. The next step will be our hearing in August where a final determination will be made by the Commission. Great job by everyone involved in the site visit, and to all members who continue to strive for continuous quality improvement!

Fire Chief Commentary:

Admin and Logistics are working 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 will be 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 that are being adopted. We hope to have this completed this year, and then we will look at Station 154 next year for similar efforts.

We completed and published an interactive map for our wildland fire hazard zones. This map allows residents to review which hazard zone they are in and the recommendations for mitigation. The map can be found on this page, <https://www.crgov.com/3303/Wildfire-Safety>, under the Community Wildfire Protection Plan heading.

Life Safety Division:

Division Chief Brian Dimock

Statistics:

Inspection Type	Number	Hours
Complaint	4	3.75
Construction	139	127.75
Correction Notices	8	3.5
Primary Insp	64	37.75
Follow-up Insp	68	29.25
Special or Special Event	21	16.75
HazMat/Primary & Data	16	14
Total Inspections	320	232.75

Total occupancies inspected during May – 207 – 8.7% of total occupancies

Plan reviews:

A total of 153 plan reviews (125.75 hours) were completed during the month of May.

Of these plan reviews, 44 were for permits and three of which took the allotted 10-day period. The average amount of days to review was 3.7, and the average time to review all plans was just under three-quarters of an hour. This maintained an average of 7.25 plan reviews a day.

Investigations/Response Assist:

Response Assist – 8 responses taking just over 14 hours to complete.

Investigation – 40 entries requiring 86.25 hours of time to complete.

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

Wildland Urban Interface – Education/Mitigation Efforts

During the month of May there were several home assessments completed as well as meeting with Leadership Douglas County to give basic information to assist in moving this program forward. A total of 3.75 hours during May were dedicated to this cause. Residents and business owners can access www.firewise.org for further information regarding how to mitigate their property.

Training:

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

UAV's:

Total Flights – 16

Total Flight Feet – 70,366

Total Flight Time – 182 minutes

Administrative:

A total of 19 hours were dedicated to handling customer complaints and inquiries during the month of May.

The division logged a total of 1,123 calls for service for the month. This equated to 148.75 hours per person.



Pictures from a garage fire that the Fire Prevention Officers/Investigators use for their investigation



Training Division:

Division Chief Oren Bersagel-Briese

Division Chief Commentary

A big focus for May was all things Acting Engineer...from training to process follow-up, to task book issuance. We'd like to thank Steve Patik and John Gardner for organizing and leading the Acting Engineer school, which wrapped up after two separate 40 hr. sessions. A lot of other members' help was used in teaching and supporting the school, and the members that have completed the class have been issued their task books to begin their training in the stations and on calls. We were also able to complete follow-up meetings with most members that participated in the AENG process.



Department-wide training for the month included several interactive opportunities including our annual EMS skills rodeo with Sky Ridge Medical Center and AirLife. Crews were able to rotate up to Sky Ridge and pick from several different hands-on stations to improve their skills. Additionally, the SimsUShare folks were able to put on trainings for each shift, focusing on multi-family structure fire responses and how we'll break up the building for command and control purposes. Lt. Moore and Lt. Kallweit facilitated wildfire response simulations as part of our annual wildland refresher, and some great discussions resulted from that training on initial attack. Lastly, we were able to help organize the Code-4 station visits at the end of the month.

Thank you to the several crews that spent time up at the WMFR fire academy supporting live-fire and other trainings for the recruits! That academy is set to graduate on June 8 (save the date if you'd like to go) and we anticipate that they'll be on the line by the end of June. We'll then have the lateral academy that starts on July 11, with those members completing their training during the first week of August.

CMCB: We continue to get up-to-speed with CMCB and FF/EMT Polidoro has begun scheduling tests for the Evaluator 2 (practical/written proctor) certification. 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 May, crews trained for more than 5,031 hours on a wide range of topics to stay operationally prepared including 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
- WMFR/transition/lateral academies
- Global Technology Team
- 2023 budget
- CMCB
- Building project templates for division

We also:

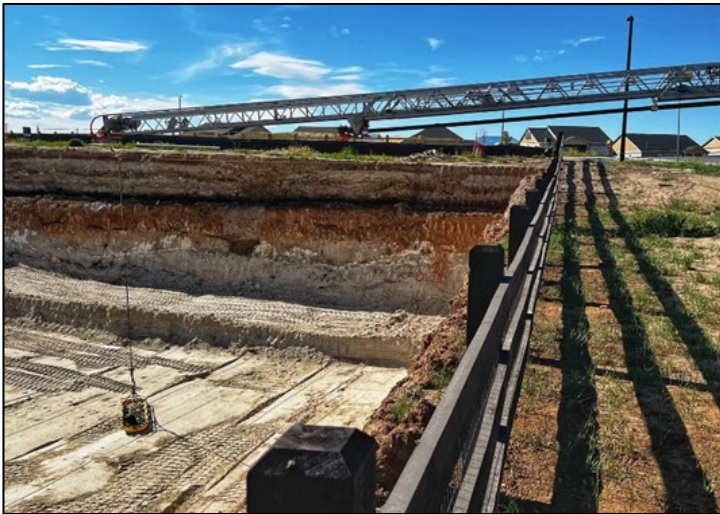
- Participated in several Pipe & Drum events
- Hosted the Leadership Douglas County Fire Day
- Had a Safety Team meeting
- Participated in the R&D Team meeting
- Attended the Command Staff meeting
- Presented at the WMFR academy



Recruit Academy



Recruit Academy



Aerial patient extraction training



Big water training for Engineers

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

Work continued in many areas during the month of May. New Battalion 151 Unit 108, a 2022 Chevrolet 2500HD was placed into service. Work on up-fitting and prepping the two new Type VI brush trucks for service continued, with the new Brush 152, a 2022 Ford/BME Type VI, was being placed into service. Work continues on the new Brush truck 153 to ready it for service. Annual pump testing on our suppression units has begun in earnest. The Draft Commander has been set up on the back pad at Station 152 and testing will continue there.



The installation of new CF33 Toughbooks continued this month with the deployment of Q151, E153, M151, BC151, C151 and C152. As a reminder as we continue to deploy these, the MDCs are assigned a specific unit. This comes into play during the change over into a medic unit. The crews should leave the MDC from the frontline 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 MDC issues, we can also have DoIT remote into the MDC if needed, but when MDC's get moved around this proves to be difficult and less reliable. We will continue to install docks and deploy MDC's as we get units in for service.



New Bureau vehicle #152 2022 Chevy 2500 HD

Work also continues in other areas of the Logistics Division. LEST Keegan continues 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. Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. In order to keep Ben working on units as needed, I have been performing the up-fitting of new units.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for May are 5,014. Year to date is 22,908 and the total since we began the program is 149,571. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

Much of May was focused on preparing for hosting the Commission on Fire Accreditation (CFAI) peer team and following up on comments or questions as they finalized their report. The team, consisting of four peer assessors from around the country, arrived Sunday, May 8th. The assessment began Monday morning with a quick introduction and briefing attended by department staff as well as Town staff.

The team conducted a thorough review of all our documents and held numerous interviews spanning the entire scope of department operations to include reviewing administrative and financial practices. The assessment concluded Wednesday evening with a short summary/out-briefing. The team was impressed with the knowledge, professionalism, and commitment to the CFAI model of all department members they encountered. The team was very complimentary, making comments such as “the finger prints of this [CFAI model] are evident everywhere”, “you guys get it”, and “it was a pleasure to be on this team”. The team was also impressed with CRFD’s relationship with other Town departments and community partnerships.

At the conclusion of the out-briefing, the team informed us they would be recommending CRFD for accredited status to the Commission. While the report was not yet finalized, they indicated there would be a number of recommendations for continuous improvement. These recommendations will help the department continue to move forward and force us to critically look at how, when, where, and why we provide services to the community.

While the team makes the recommendation for accredited status, the Commission of Fire Accreditation International is the body that confers agency accreditation. The team leader will present the department to the CFAI on August 16th where we will answer any questions from the commission. The hearings will be held at the Westin Hotel (DIA) August 16th and 17th. While the team that sits before the Commission is limited, anyone can attend the hearing. We encourage all members to join us. We will also provide a live stream link for those that wish to watch but cannot attend.

April 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	541		1128		339		797	
Urban	365	67%	756	67%	230	68%	522	65%
Rural	130	24%	278	25%	83	24%	188	24%
Interstate	10	2%	45	4%	10	3%	43	5%
Blank	36	7%	49	4%	16	5%	44	6%
Mutual Aid Calls	43	8%	147	13%	37	11%	132	17%
Aid Received	25	5%	99	9%	23	7%	89	11%
Aid Given	18	3%	48	4%	14	4%	43	5%