

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

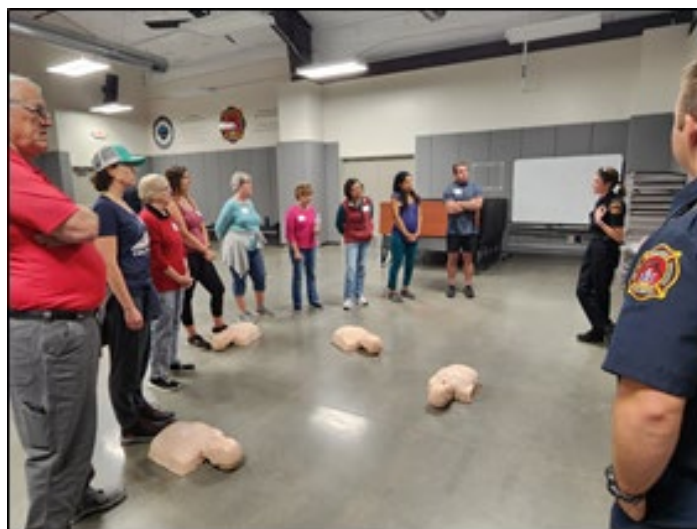
September 2022 Monthly Report

Department News: Learning to not be afraid of firefighters in full gear is important! Also, pictures of members having a great time with Your Town Academy attendees.



Public Education with children

YTA - Teaching CPR and spraying the hose



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
September 2022 ...100%

Of the 56 customer survey cards we received in September, 54 were of the highest overall rating of 5, and 2 had a rating of 4. Some of the comments we received read; *“Very respectful and listened carefully re: to my injury. They were amazing! Thank you so very much.”* Another read; *“Truly appreciated the kindness and explanation of all the things they were helping me with. We are new to CO & CR since June. 100% confident in our Fire & Paramedic teams.”* Another read; *“I am a retired FFPM of 32 yrs. You guys are outstanding – very caring and professional – Thank you so much! Great job!!!”*

Call Statistics

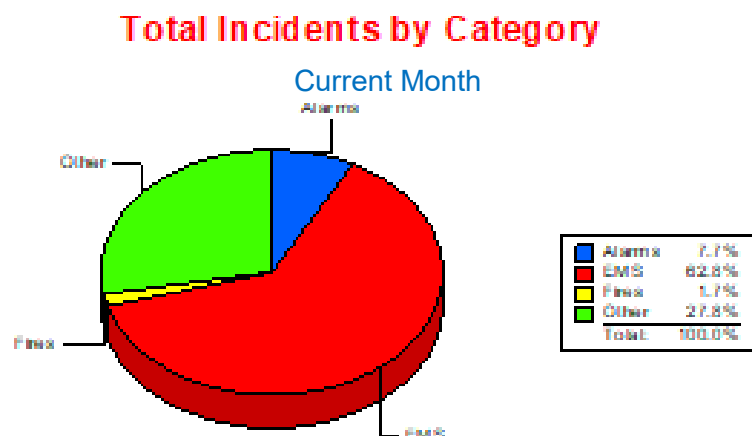
For the month of September, we responded to 529 calls for service. Last year at this time, we responded to 539 calls. This places our year to date calls at 5,289, which is 827 more calls or 15.7% higher than last year. Average calls per day for the month were 19.4.

Of the 529 calls for service in September, 346 of the calls were for EMS. We had 312 patient contacts and transported 249 patients. This time last year, we had 260 transports.

Fire Calls

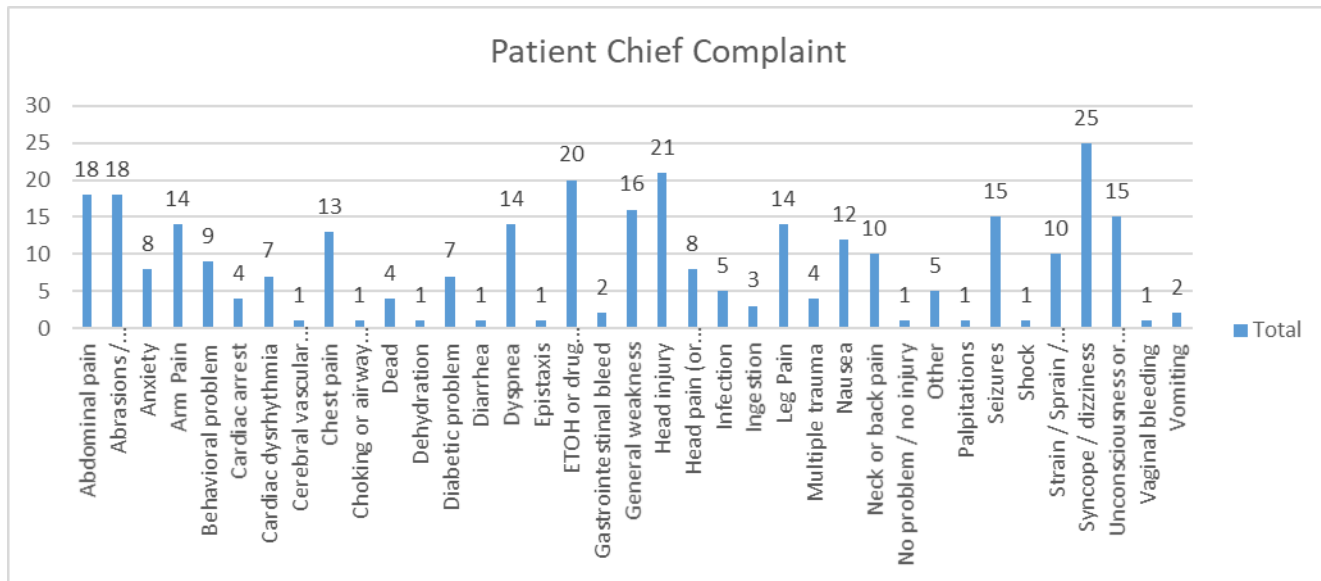
During the month of September, we ran 11 fire calls compared to 11 in September 2021. We had 38 alarm calls, which is 5 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in September were for syncope/dizziness with 25 patients. The second most common complaint was for head injury with 21 patients.



Measurable Outcomes

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

August 2022...100% September 2022...100%

Monthly alerts called by crews and follow-up

Trauma Alerts	0	Transported to appropriate facility	N/A
Stroke Alerts	2	Transported to appropriate facility	100%
STEMI Alerts	1	Transported to appropriate facility	100%
Sepsis Alerts	5	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant calls:

- **A Shift:** On September 3rd, Quint 151, Engine 161, Medic 153, Brush 153, Division Chief 151, Battalion 151, Tender 161, Bureau 152, and Brush 151 responded to the area of Dillon Drive on an outbuilding fire. The crews found a large shed/chicken coop on fire. The fire was extinguished, investigation completed and no injuries reported.
- **B Shift:** On September 14th, Battalion Chief 151, Battalion Chief 4 (South Metro), Quint 155, Engine 154, Engine 184 (Franktown), Medic 154, Medic 46 (South Metro), Medic 151 and Medic 153 responded to a MVC (motor vehicle crash) with extrication involving four vehicles, and several patients were transported to appropriate medical facilities.

- **C Shift:** On September 18th, Engine 154, Quint 155, Medic 36, Engine 36, and Battalion 151 responded to Interstate 25 and mile marker 185 for a reported motor vehicle crash. The crews found a single vehicle on fire with one party trapped inside. The crews worked to extinguish the fire and perform extrication to remove the trapped party from the vehicle. The party was injured and burned, and required transport to a local trauma center.

Life Safety Educators:

It was another busy month for our Life Safety Educators. The Fire and Life Safety Educators continue to schedule and participate in multiple public education events such as:

- Car Seat event with Castle Rock Adventist Hospital
- [Your Town Academy](#)
- [Freedom Service Dogs of America](#) Training Partnership with CRFD
- Blood Pressure check clinic at Castle Rock Senior Center
- Douglas County School District Career Fair
- Business Fire Drill and Fire Extinguisher Education with local business
- Station and school visits throughout the month
- Two Youth Fire Setter initial screenings
- Attended a YFS Workshop and Colorado Division of Fire Prevention meeting with Colorado YFS Specialists at South Metro Fire Rescue Department

Public Education Statistics:

For the month of September, we made contact with 3,350 citizens through 11 different events, totaling 15.25 hours of education.

Of the 3,350 citizens we made contact with, 3,114 were children (18 years of age or younger) and 236 were adults.

Car Seat Education Statistics and Measurable Outcomes:

Crews and administrative staff assisted with the completion of 31 car seat checks during the month of September.

Of the car seat education that was provided during the month of September:

- 100% of respondents “would recommend this service to friends and family.”
- 100% of respondents indicated they are “better educated in child passenger safety after this experience.”

Community Member feedback:

- “Above and beyond in every way, thank you!”
- “Thank you! Knowing your crew members undergo regular training gives such peace of mind knowing they are installed correctly.”

Social Media:

During the month of August (reporting is one month in arrears), the CRFD Facebook page reached 5,250 people. Posts were shared 9 times during the month and post engagements came in at 2,179.

PulsePoint Monthly Active Users (MAUs):

During August 2022 (reporting is one month in arrears), 891 users following CRFD on the PulsePoint app enabled CPR alerts and 4,190 MAUs. MAUs represent individuals actively following CRFD on the app during the reported month. When citizens are more aware and engaged with the health of their community, they become better partners with CRFD and can help save a life.

Deputy Chief Commentary:

Our call volume continues to remain above last year. Through the month of September, we have responded to 15.7% more calls for service than last year at this time.

We continue to monitor wildland fire conditions in conjunction with our county partners.

All of our Paramedics that were due for renewal of their Advanced Cardiac Life Support and Pediatric Education for Prehospital Provider courses successfully completed them over August and September.

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 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 an issue we monitor. The frequency of divers, this past month, did not seem to occur as often as it had been. We certainly hope this trend continues.

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

All of our members have either completed or are scheduled to complete their maximal treadmill test through CSU's Health and Fitness Clinic. Those who have received this test during their employment continue to have the option to participate as well, however, they will be scheduled after our required members are completed.

Annual physicals for all members will begin in October, and are scheduled to be completed by the first week in December.

In September, members were involved in physical fitness for a total of 354 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

On September 20th, Town Council approved the 2023 Town Budget on first reading on a 7-0 vote. Second reading is scheduled for October 4th, and I don't anticipate any issues with adopting the budget. For the department specifically, we will receive four new positions next year (three firefighter/EMTs and one Safety and Training officer) along with a number of non-capital line items increases. These new positions are still considered to be part of the "down payment" (due to the failure of 2A last year) on the staffing needs for the future Station 156. With the four positions hired this year, these four for next year, and hopefully four more in 2024, this will fulfill the 12 needed positions to open Station 156 in late 2025 or early 2026. We are still working to identify other potential funding solutions so that we can retain these positions and still be able to hire the twelve needed positions. All in all, the department will benefit greatly from all of the items included in the 2023 budget. Thank you, Town Council!

We had a significant change in the Life Safety Division last month with the retirements of the Division Chief/Fire Marshal and Deputy Fire Marshal. The Fire Marshal position was posted with the application period closing on September 30th. Interviews will occur in late October/early November, and I hope that we can have the position filled by the end of the year. Once the Fire Marshal is in place, I will work with that individual to get the Deputy Fire Marshal position filled. I currently think that this will not occur until after the first of the year.

With the above changes, all of the members of the Life Safety Division have worked extremely hard to ensure that all internal and external customer needs are being met. This did require some schedule changes, but the team put together a plan that seems to be working well considering we are down two positions. Great job to all of the team members in the Life Safety Division!

Fire Chief Commentary:

As part of our Community Wildfire Protection Plan, one recommendation was to develop a town-wide evacuation plan. Working initially with GIS to develop DRAFT maps, a meeting was held with representatives from Public Works and the Police Department to review the potential routes and offer comments for any additions or deletions. These comments will be worked into the DRAFT maps to develop a version 2.0, they will be reviewed again for any additional changes, and then potentially adopted. Once adopted, we will present this plan to department members as well as key staff in other Town departments as these will be for internal use only in the event of a significant event requiring an evacuation of any area in town.

Logistics has continued to work with Castle Rock Water and our Parks and Rec department to change the landscaping at Station 153 to ColoradoScape. A purchase order has been issued to a design firm to complete the needed design and documents for both stations. We hope to have the

design completed, potentially implement the landscape changes at Station 153, and then look at Station 154 next year to complete those landscaping changes.

The local Fraternal Order of Eagles held a First Responder Appreciation BBQ on September 25th, and presented a check to the department to be used specifically for our members. The FOE has done this several times in the past, and they are big supporters of the fire and police departments. As part of the appreciation events, Battalion Chief Morgenthaler played several sets on his bagpipes, and members of the department enjoyed food from Sedalia-based BMans BBQ. They are planning on doing the same for CRPD in October. Thanks to our local Eagles!

The Douglas County Board of County Commissioners adopted an updated Community Wildfire Protection Plan, which directly impacts the residents of the fire protection district. The plan was last updated in 2011, and DC staff had been working to update the plan over the last year. Castle Rock Fire did have the opportunity to review and provide comment prior to adoption, and their new plan and the Town's CWPP will work well together.

Finally, a number of our members were recognized at the Town's Years of Service Celebration. Ranging from five years to twenty-nine years, these members were recognized for their excellence, dedication, and service. This was the first year under the new program where members receive a monetary gift instead of choosing a gift. Members will receive a check at 5, 10, 15, and 20 years of service, and then every year after twenty in \$20 increments. So, a twenty-two year member would receive a check for \$440. In my opinion, this is a significant investment in our town employees, and I greatly appreciate the town taking this action to recognize our folks.

Life Safety Division:

During the month of September, the Division continued to meet the expectations of our customers as can be seen in the following summary.

Statistics:

Inspection Type	Number
Business Inspections	135
Construction Inspections	111
Customer Inquiries	23
Investigations	5
Plan Reviews	107
Responses	8
Special Events	10
Permits completed and closed	36

Plan reviews:

A total of 107 plan reviews were completed during the month of September.

Investigations/Response Assist:

Response Assist – 8 responses.

Investigation/Law Enforcement – 5

Training:

The division as a whole documented 70 hours of training during the month of September. This includes training for investigations, fire inspections, plan reviews, and code interpretation.

UAV:

A total of 24 flights resulted in 13,873 feet.

Training Division:

Division Chief Oren Bersagel-Briese

Division Chief Commentary

This month featured 2022's live-fire evolutions at the FTC. We were able to train with two shifts during the month, and the focus is on crew timing, hose deployment, hose advancement, and tailboard conversations. During one of the days, we were able to help the R&D Team's research on new thermal imaging cameras for the department; and members completed evaluations after using the TICs on several different evolutions. We've had a great time so far and we look forward to C-shift's training in October.

Of course, September 11 was the annual Denver 9/11 Memorial Stair Climb in downtown Denver. CRFD was again strongly represented in the planning, organizing, and event management; and we'd like to thank everyone who either participated as a climber or helped with the event itself. It's always humbling to see CRFD's commitment to the climb program and to remembering what happened.

September's department-wide training included the annual series of PEPP classes, an online EMS training on OB emergencies, awareness level structure collapse training, and awareness level confined space training. Thank you to each of the instructors in each of these trainings for your time and energy!

Early in the month, the division went on an off-site retreat to plan for the next 16-18 months. This proved to be very beneficial as we discussed Adam's role as an STO, the development and timeline for the STO program, FTC upgrades, training purchases, hiring plans, skill review for members returning from light duty, lateral/transition academy changes, and a new training calendar that will be shared at the November Command Staff meeting. We will also update our current SOG to reflect a new minimum training hours requirement of 200hrs, which includes PT time for everyone. This should not change any workload; it is just accounting for all types of training.

CMCB: All certifications have been loaded into each member's Vector Solutions profile and everyone will be receiving a certification assignment in the next month. Several members participated in evaluator needs including at WMFR and CSFD, and congratulations to all of our members that successfully passed their DO-Pumper and DO-Aerial written exams.

FTC Upgrades: We keep moving on projects at the FTC and we have awarded bids for electrical work and a new vent prop. The electrical will bring power to the building, lighting in the stairwell and the 1st-floor storage room, and outlets on each floor. The vent prop is constructed by a company named Fire Vent and will be placed adjacent to our tables/shelter on the south end of the property.

In September, crews trained for more than 2,041 hours on a wide range of topics to stay operationally prepared including confined space, 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
- A new recruitment video
- EMS training
- CMCB
- Hosting Rick Lasky
- ImageTrend implementation plan
- SimsUShare Training



Training at new medical office building



Live fire training



CRFD members at 9/11 stair climb



Confined space awareness training

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

The Logistics Division has been busy with many projects. In preparation for Station 156, we have been diligently working to get a spec. and contract ready for the order of new apparatus. Due to the projected 24-month build and delivery time for any new apparatus, Chief Croom, Chief Martin and myself met with TOCR Finance along with Front Range Fire Apparatus to map a path forward in the budget to allow for early purchase. The direction, as a result of these meetings, was to have the contracts ready by the first of the year 2023 in order to avoid further projected price increases. Because of this, the new Apparatus Team has been stood up and you have seen a couple of survey questions to department members resulting from those Apparatus Team meetings. To give a brief idea of the increases we are seeing, Cummins engines had a greater than 13% increase starting October 1, 2022. The goal we are working on is to have the contract to Chief Croom by the first week of October so it can be put through the approval process.



We had some station parking lot repairs during this month as well. Working with TOCR Streets Department, repairs were made at Station 151 and 153. The Station 151 tear out and replace of curbing and pad to the back of the station was scheduled, but the patch repair at 153 was identified earlier in the year and the Streets Dept. was able to fit this into the schedule this fall.

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. Tad is also the primary approver of the Home Depot / Supply Works station supply orders. Tad attended a training hosted by Globe on turnout gear and boot design and construction. Tad had the opportunity to tour the factories and meet with the material providers. He reports that it was very informative.

Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. During September, Ben performed extensive repairs to Reserve Q159. This included replacement of a cracked air to water cooler in the engine air intake system. In addition, complete preventative maintenance service was done on HM153, and various daily repairs were completed as needed on in-service vehicles. We continue to work closely with TOCR Fleet for the repairs and maintenance of all light duty vehicles. As a reminder, due to the workload Ben has on the heavy vehicles, working on light vehicles is limited.

There have been some additions and changes at the PSTF South building that everyone should be aware of, CRPD has moved their Special Operations personnel into the office space on the north side of building. This includes Training, Logistics and Animal Control. With the parking struggles we continue to have, ***please avoid parking apparatus in the driveway of the south building.*** You will

also see the parking lot has been reconfigured and restriped. Signage has been added at the South Building designating parking spaces. PD has 3 designated spaces, there are assigned spaces and some PSTF general parking spaces. Please be respectful of the spaces you park in, and if possible park in the FTC or North Building lot leaving the south spaces for the folks assigned to the building.

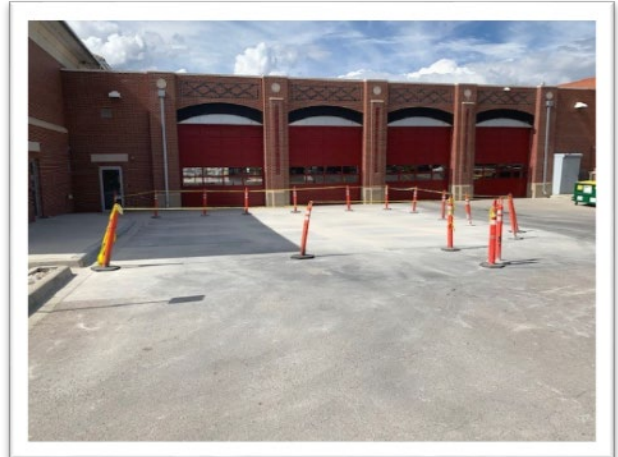
HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for September are 4,697. Year to date is 47,296, and the total since we began the program is 173,960. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

- Facilities Projects
- MDC Replacement
- Station 154 / 155 Door Raise Project
- Station 156 Apparatus
- New STO Up-fitting
- R&D Team Projects
- Hazmat Team Projects



Station 153 Rear Drive Repair



Station 151 Rear Pad Repair



EVT Jennings work on the Quint

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

Much of this past month has been focused on the pending transition to ImageTrend. While Chief Bersagel-Briese, Chief Nelson, and Lt. Moore have been focusing on ePCR, incident reporting, and scheduling, I have spent my time learning and developing the data analysis and reporting aspects of ImageTrend known as Continuum. The Continuum model will likely come online after the main incident reporting modules because Continuum requires system data for its queries and reports. The Department/Town is also developing a stand-alone server to house all ImageTrend data locally; this is known as the Data Mart. From this server we will be able to develop custom reports and queries for any data collected by ImageTrend.

The department has four members serving as CPSE peer assessors for the fall 2022 accreditation cycle. Having members serve as peer assessors increases both the Department's and member's knowledge of the accreditation process, fire department operations, administration, and how other agency approach various challenges. This is also a great example of CRFD being an active member of the accreditation community.

Lastly, the Center for Public Safety Excellence has announced the dates for the 2023 Excellence Conference in Orlando FL (Feb 28 – Mar 3), and registration has begun. This conference is a great opportunity to learn more of the CFAI continuous improvement methodology, the Commission on Professional Credentialing (CPC) process, and general professional networking. This year, there will be five educational tracks (Accreditation, Credentialing, Leadership, Challenges to Opportunities, and Changing for Improvement), or you can attend sessions a la carte. If you have an interest, please contact me. <https://www.cpse.org/conference/>

August 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	623		1393		435		1075	
Urban	402	65%	835	60%	280	64%	622	58%
Rural	155	25%	362	26%	103	24%	273	25%
Interstate	23	4%	100	7%	23	5%	100	9%
Blank	43	7%	96	7%	29	7%	80	7%
Mutual Aid Calls	51	8%	215	15%	44	10%	189	18%
Aid Received	31	5%	128	9%	26	6%	117	11%
Aid Given	20	3%	87	6%	18	4%	72	7%