

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency Since 2012*

## October 2022 Monthly Report

**Department News:** We had several Public Education opportunities. Below are examples: Engine 153 at a preschool showing the children tools we use, FF Spronk reading to children at the library and the crews at day care centers teaching children about fire safety.



**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  
**October 2022 ...100%**

Of the 55 customer survey cards we received in October, all were of the highest overall rating of 5. Some of the comments we received read; *"Words can't express how amazing everyone was. Very caring, prompt, excellent, reassuring. Thank you!!"* Another read; *"Mike & Jason were extremely comforting & helpful during a very stressful time. Friendly, knowledge, calming especially to my daughter, who remained calm thanks to Mike. Thank you!!"* Another read; *"I am so grateful for the calm, kind, and professional treatment I received. I felt very heard and cared for. I greatly appreciated how everything was explained to me; my mind was put at ease! I am especially grateful to the person with the computer/main ambulance attendant, and to the driver/IV inserter!"*

### **Call Statistics**

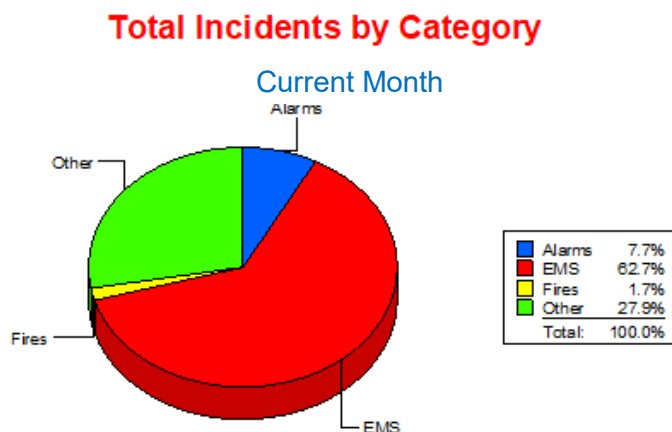
For the month of October, we responded to 580 calls for service. Last year at this time, we responded to 521 calls. This places our year to date calls at 5,870, which is 893 more calls or 15.3% higher than last year. Average calls per day for the month were 19.3.

Of the 580 calls for service in October, 359 of the calls were for EMS. We had 331 patient contacts and transported 265 patients. This time last year, we had 239 transports.

### **Fire Calls**

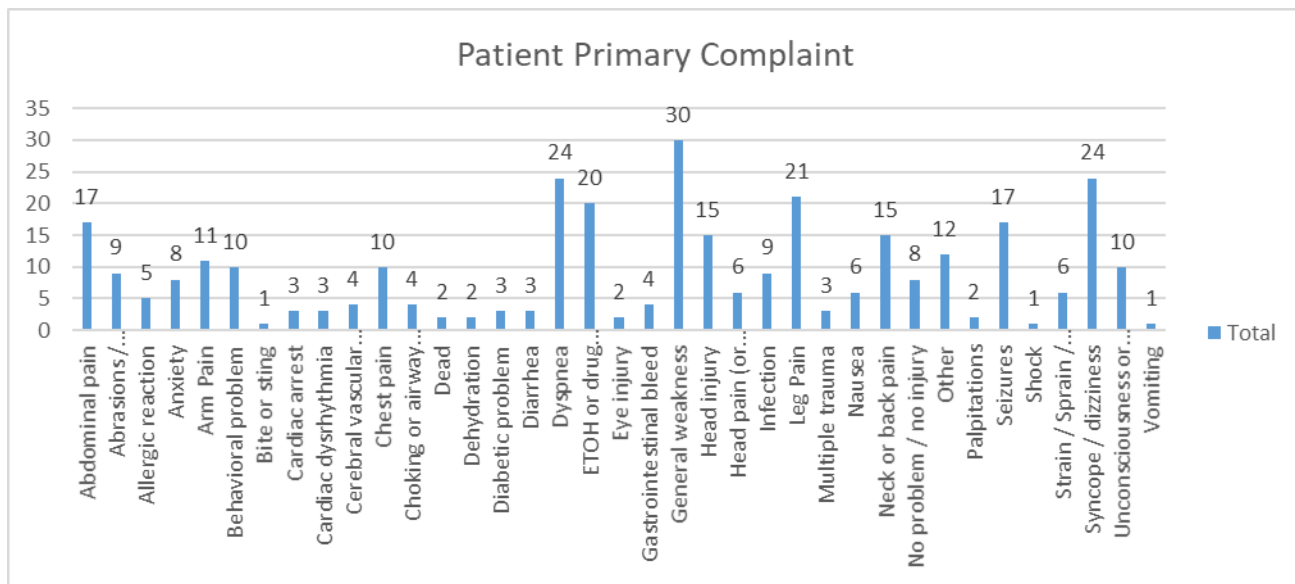
During the month of October, we ran 9 fire calls compared to 6 in October 2021. We had 48 alarm calls, which is 10 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



## Emergency Medical Service Calls

The most common EMS calls in October were for general weakness with 30 patients. The second most common complaint was for dyspnea (difficulty breathing) and syncope/dizziness with 24 patients each.



## Measurable Outcomes

CRFD Paramedic on scene of all EMS calls 100% of the time  
**September 2022...100%      October 2022...100%**

Monthly alerts called by crews and follow-up

<b>Trauma Alerts</b>	<b>0</b>	Transported to appropriate facility <b>N/A</b>
<b>Stroke Alerts</b>	<b>1</b>	Transported to appropriate facility <b>100%</b>
<b>STEMI Alerts</b>	<b>0</b>	Transported to appropriate facility <b>N/A</b>
<b>Sepsis Alerts</b>	<b>6</b>	Transported to appropriate facility <b>100%</b>

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

## Significant calls:

- **A Shift:** On October 22<sup>nd</sup>, Battalion Chief 151, Quint 151, and Medic 151 responded to 500 Fairgrounds Drive for a bomb stand-by. The suspect devices were removed from a vehicle by the Douglas County Sheriff's Office Bomb Squad.
- **B Shift:** On October 27<sup>th</sup>, Battalion Chief 151, Engine 152, Quint 151, Engine 161, Medic 154 and Medic 151 responded to Interstate 25 at mile marker 178, on a motor vehicle crash with extrication involving three vehicles, including a semi-truck. One patient was transported to an appropriate medical facility.



- **C Shift:** On October 12<sup>th</sup>, Quint 151, Medic 151, Engine 154, Chief 151, and Battalion 151 responded to Interstate 25 and mile marker 181.5 for a reported motor vehicle crash. Crews found two vehicles and two deceased parties. Three additional parties were involved and uninjured. Colorado State Patrol was the lead investigating agency.

### **Life Safety Educators:**

In October, we focused the majority of our activities on Fire Prevention Week. This year it occurred from October 9<sup>th</sup> through the 15<sup>th</sup>. We had numerous events scheduled throughout the month. We made contact with 2,583 citizens through 16 scheduled public education events, and numerous other contacts through unscheduled events at the stations. We were also fortunate to work in conjunction with the Outlets at Castle Rock to spread this year's prevention message of "Fire won't wait. Plan your escape" on their LED sign throughout the month. We would like to thank The Outlets at Castle Rock for their collaboration on ensuring to get this important message publicized! The Fire and Life Safety Educators planned, coordinated, and worked with Chief Croom to select the winners of our 23<sup>rd</sup> annual coloring contest. We had 226 students submit a picture this year, which is a 22% increase in participation. The five winning pictures will be placed on each of our trucks for the next year. We had another training partnership with Freedom Service Dogs of America that was successful. There was a lot of planning, coordinating, and execution this month to complete our new recruitment video on time. Thanks to the educators and many members who assisted or "starred" in portions of the video. We believe we will have a quality product to utilize. There also was a CPR class, career fair, and several school visits the educators coordinated, and participated in. We continue to perform several car seats checks and installations every month. The educators also completed a Youth Firesetter education class.

We had several citizens attend our CWPP informational meeting. We are always happy to work with our citizens and community, to educate them on wildfire mitigation and how the department plans and responds to wildland incidents.

The Public Education Team continues to regularly meet to review and revise the lesson plans and presentations for preschool, and all school age children.

### **Public Education Statistics:**

For the month of October, we made contact with 2,583 citizens through 16 different events, totaling 16 hours of education. Of the 2,583 citizens we made contact with, 2,139 were children (18 years of age or younger) and 444 were adults.

### **Car Seat Education Statistics and Measurable Outcomes:**


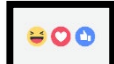


Crews and administrative staff assisted with the completion of 28 car seat checks during the month of October.

### Social Media:

During the month of September (reporting is one month in arrears), the CRFD Facebook page reached 13,767 people. Posts were shared 48 times during the month and post engagements came in at 1,215.

### PulsePoint Monthly Active Users (MAUs):

During September (reporting is one month in arrears), 841 users following CRFD on the PulsePoint app enabled CPR alerts and 4,170 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.

CRFD Facebook September 2022	
	3,017 Followers
	1,133 Likes and Reactions
	777 Page Views
	1,215 Post Engagements



### **Deputy Chief Commentary:**

Our call volume continues to remain above last year. Through the month of October, we have responded to 15.3% more calls for service than last year at this time.

We continue to monitor wildland fire conditions in conjunction with our county partners. The moisture we received last month will help temporarily, and we'll continue to be optimistic for any other moisture we may receive. We actively participated in the Douglas County drill that occurred this month. Many functions involved in a wildland fire incident were simulated and exercised to ensure the overall readiness of all of the agencies in the county.

All of our paramedics that were recently hired have been cleared to function independently in our EMS system. Congratulations to all of them, and I'd also like to thank the paramedics who successfully precepted them.

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 compliant 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 continues to decrease. With the current increase in influenza and respiratory illnesses being reported, our regional hospitals have been able to keep up with the demand.

We continue to ensure our EMS data is reported to the state on time, as per new state statutes. With the upcoming implementation of our new reporting system, this information will automatically upload to the state.

All of our members that were required to complete their maximal treadmill test through CSU's Health and Fitness Clinic have done so. Those who have received this test during their employment, have been given the opportunity to register now. We have five of members that requested to complete the test once again. We are working to get them scheduled.

Annual physicals for all members are underway and should be completed by the first week in December.

In October, members were involved in physical fitness for a total of 280.5 hours.



## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues**

On October 18, Town Council approved our request to purchase a new engine at a cost of \$1.026 million dollars. With a 30-month lead time and faced with price increases in November and again in January, it was imperative that we got this engine ordered to ensure its delivery before Station 156 opens in late 2025/early 2026. Many thanks to the Apparatus Team, Division Chief Gile, Finance, and the Legal team for making this happen in a two-week time frame!

FF/EMT Casey Venafrro was recognized with a Public Safety Service Award given by the American Legion, Harry C. Miller Post 1187, at their annual awards luncheon last month. Casey was nominated for his actions at Castle Rock Adventist in 2021 that earned him the Medal of Bravery from our Department. Congratulations Casey!

I had the opportunity to participate in a resource mobilization meeting with members of the Division of Fire Prevention and Control (DFPC) as well as other local fire chiefs while at the State Chiefs conference in Keystone. DFPC outlined their plan and immediate goals, answered a number of questions, and addressed some of our concerns. While there is still a lot of work to be done in this area, I believe we are slowly making progress.

### **Fire Chief Commentary:**

We met with representatives of the Woodlands HOA to discuss areas for mitigation on HOA property. As they have a limited amount of funds available, we worked with them to prioritize areas of concern and focus their efforts on these specific areas. We will also be looking at opportunities to perform additional mitigation work on town property that may be adjacent to their areas of concern to try and maximize the mitigation efforts. We will also continue to focus on the Very High zones identified in the CWPP for mitigation work to close out the year.

We are continuing to work with representatives from Public Works and the Police Department to develop evacuation maps for the Town. GIS is working to incorporate feedback received to date to develop a version 2.0, the maps will be reviewed again for any additional changes, and then potentially adopted. Once adopted, we will present these maps and 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.

Finally, we are working with the Legal team and representatives of Millers Landing to host two fireworks shows on their property. The first, tentatively scheduled for December 10, is the makeup for the 4<sup>th</sup> of July show that was canceled earlier this year. The second one is scheduled for December 31, and is the show paid for by the Board of County Commissioners as part of a three show event for that evening. The other two shows are in Parker and Highlands Ranch. And, of course, we will have fireworks shot off the Rock at Star Lighting on November 19.

## **Life Safety Division:**

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

### **Statistics:**

Inspection Type	Number	Hours
Complaint	1	1
Construction	108	84
Construction Follow-up	8	7
Correction Notices	11	8
Primary Insp	27	41
Follow-up Insp	45	20
Pre-Citations	4	1.5
Special or Special Event	13	13.25
Other Inspections	9	4.5
Total Inspections	217	175.25

### **Plan reviews:**

A total of 98 plan reviews (60 hours) were completed during the month of October.

### **Investigations/Response Assist:**

Response Assist – 9 responses taking just under 8 hours to complete.

Investigation – 3 entries requiring 4 hours of time to complete.

### **Training:**

The division as a whole entered 107 hours of training during the month of October.

### **Certifications Achieved / Training Attended:**

E. Davey: ICC – Inspector I, NWCG - Wildland Investigations Training

B. Sutherland – DFPC – Inspector II, Fire Marshal Symposium Completion

N. Howe – IAAI Conference

### **UAV's:**

Total Flights – 11

Total Flight Feet – 16,431

### **Administrative:**

There was a total of almost 30 hours dedicated to handling customer complaints and inquiries during the month of October.



## **Training Division:**

**Division Chief Oren Bersagel-Briese**

### **Division Chief Commentary**

ImageTrend! In October, all crews and operational chiefs attended training as we get set to go-live with ImageTrend software in November. These trainings were led by our software SMEs Battalion Chief Cameron Nelson and Lieutenant Mike Moore and focused on getting the members familiar with the changes, the layout, and new workflows.



October also featured two local conferences in which we have a lot of participation. Early in the month, members attended the Mile High Firefighter's Conference with both company officer development and hands-on training opportunities. Later in the month, members attended the Fire Leadership Challenge and participated in development at the officer and chief ranks. In addition to our attendance, I also had the honor of presenting at both conferences.

October's department-wide training included the final days of our 2022 live-fire evolutions which allowed members to practice with deployment timing, hose stretches, and building 360s. Crew 154 B-Shift attended an AirLife training at Dawson Butte and were able to get rides in the helicopter. Engineer qualified members began doing the practical portion of the in-house trailer driving certification, and we also began the latest round of SimsUShare training.

With B-Shift going through the Art of Reading Smoke class, we have now been able to get all three shifts through this very valuable training. This has been three years in the making and almost 10 months in execution, and we'd like to thank Battalion Chief Rob Backer (Thornton FD) for his time in presenting this nationally recognized class to each of our members.

Hiring Processes: We are currently working on the process of filling the Division Chief of Life Safety/Fire Marshal position and have candidate interviews scheduled for early November. We also have posted for the positions to fill the approved four new spots for 2023 and have interviews scheduled for mid-November. For this process, we are using our hiring pool from the 2021 posting (or have participated in the SkillBridge program) and are aiming to include these members in a February academy at WMFR.

CMCB: The Incident Safety Officer certification has been approved by ProBoard and is now available if anyone is interested. Classes are being demoed and we anticipate that opportunities to become certified will be more frequent starting in 2023. FF Kevin Reed has also been representing CRFD on the CMCB committee to create the Live Fire Instructor certifications and those should also arrive next year.

FTC Upgrades: The FTC was closed for the last two weeks of the month as we install new electrical on the property. This project will include lighting in the stairwell and outlets on each floor – making training setup/cleanup easier and safer. We also fixed the fence on the south side of the property and continued to organize the Conex storage.

In October, crews trained for more than 2,244 hours on a wide range of topics to stay operationally prepared including leadership, 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  
Hosting Rick Lasky  
ImageTrend implementation

SimsUShare training  
CMCB  
EMS Training



Douglas County wildland response drill



FF Malone teaching at MHFC



Live fire evolutions



Trailer driving cones course



## **Logistics Division:**

**Division Chief Jim Gile**

### **Division Chief Commentary**

The month of October was full of activity in the Logistics Division. Many on-going and large projects continued to make progress. Much time and effort were put into getting our fire engine specification, contract and invoice submitted to Chief Croom. Due to our timeline being accelerated because of projected price increases, the apparatus team worked to make sure as many costs as possible were accounted for. This required meeting together, and diligent review of the specification. Due to all of this work, we were able to get the packet submitted and ultimately approved by Town Council. The Apparatus Committee would like to thank Mayor Gray, Town Council, Town Manager Corliss and Chief Croom for their support in getting this apparatus approved. With approval, we are now in the build queue with Pierce. The projected delivery time is 30-31 months. This will get our apparatus delivered in time for Station 156 to open.



The R&D team had our quarterly meeting where updates on current projects were discussed and two projects were finalized. The first being our truck mounted thermal imagers; after extensive evaluation the R&D Team had a recommendation to replace out current cameras in 2023 with General Long Term Planning budget money. Also discussed was a recommendation from the Hazmat Team leads on replacement Class B foam. Both of these recommendations will be brought to the Executive Staff for approval. After this, they will be formally announced. These recommendations both come from multiple years of work to ensure CRFD can continue to "Be the Best!"

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. LEST Keegan has been working on scheduling all of our annual equipment testing and inspections for next year. This includes SCBA, extrication tools, ladders and hose testing. We have this scheduled and on the Master Calendar. Tad is also already working on bunker gear orders for 2023 based on the replacement schedule. As a reminder, if you receive new gear, it is to be put in service as your new primary gear. Your current primary will become the secondary set, and the current secondary set will be taken out of service. With this rotation, no member should be in primary gear older than 3-4 years and secondary of 7-8 years.

Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. In addition to PM maintenance, Ben also handled a variety of unscheduled repairs during the month. This included a blown radiator hose on Engine 153 and a damaged PTO on Quint 155. The majority of these repairs can be handled in house; unfortunately though, some have to be sent to the manufacturer repair centers as is the case with Quint 155. Ben also coordinated repairs and



maintenance on the TRV (Snow Cat). Tracked Off Road Service came down from Wyoming to inspect our TRV. After some minor maintenance, overall they noted that our TRV was in great condition. CRFD Logistics Division also hosted the Colorado Fire Mechanics quarterly meeting and board elections in October.

There have been some additions and changes at the PSTF South 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

New STO up-fitting  
R&D Team Projects  
Hazmat Team Projects  
Pump Testing Tri-Lakes/Monument  
Facilities Station Tours



Chief Gile pump testing at Tri-Lakes/Monument



EVT Jennings working at Station 153

## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

October was mostly a continuation of September with primary focus on the update of the Emergency Operations Plan (EOP), work surrounding the ImageTrend migration (specifically Continuum and the Data Mart), and emergency management coordination calls for monkey pox. However, the monkey pox calls are falling off rapidly, but RSV calls are beginning to take their place.

In October, I had the opportunity to attend IAFC's 1<sup>st</sup> annual Technology Summit International (TSI). This conference focused on new and innovative technologies and software solutions for the fire service. More importantly, there were several discussions regarding how the fire service should be looking at technology, data, and software. As was said several times during the conference, and I cannot agree more, if we think technology will solve our problems, then we don't understand technology and we don't even understand our problem(s). One of our major challenges is the numerous, independent data streams we currently have. Currently, there is no solution for this. I began having conversations at FRI in August and continued those discussions at TSI about working with a company to consolidate multiple data sources into a single data-base. While there is still a lot to work through, there is a lot of potential in the concept.

The Center for Public Safety Excellence has announced the dates for 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. <https://www.cpse.org/conference/> If you have an interest in attending, please contact me.

### **September 2022 Summary:**

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

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	530		1144		353		855	
Urban	372	70%	741	65%	243	69%	522	61%
Rural	115	22%	281	25%	84	24%	225	26%
Interstate	8	2%	46	4%	8	2%	42	5%
Blank	35	7%	76	7%	18	5%	66	8%
Mutual Aid Calls	43	8%	156	14%	34	10%	136	16%
Aid Received	23	4%	90	8%	19	5%	80	9%
Aid Given	20	4%	66	6%	15	4%	56	7%