

Castle Rock Fire and Rescue Department



Commission on
Fire Accreditation
International

An Internationally Accredited Fire Rescue Agency Since 2012

November 2022 Monthly Report

Department News: One of the activities this month was the annual Starlighting. The photos are of the work before and the finished product, with fireworks as the star was lit. Thank you to those that climb the star to install the lightbulbs and ensure everything is working properly.



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
November 2022 ...100%

Of the 38 customer survey cards we received in November, all were of the highest overall rating of 5. Some of the comments we received read; *"They were amazing! Helpful, comforting, efficient, professional & quick to access what was going on. I kept apologizing, so sweet to tell me you're ok, we are going to take good care of you! They explained to my husband where to go and what they were doing. Thank you, thank you."* Another comment read; *"Can't thank you enough for the prompt & excellent response to my choking incident. Also, the EMT's took time to make sure my wife was informed & were helpful in getting her towards the ER. You are the best!!"*

Call Statistics:

For the month of November, we responded to 551 calls for service. Last year at this time, we responded to 519 calls. This places our year to date calls at 6,422, which is 905 more calls or 14.1% higher than last year. Average calls per day for the month were 19.2.

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:

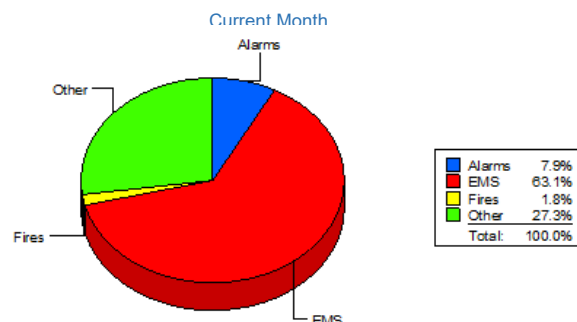
During the month of November, we ran 14 fire calls compared to 4 in November 2021. We had 53 alarm calls, which is 15 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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

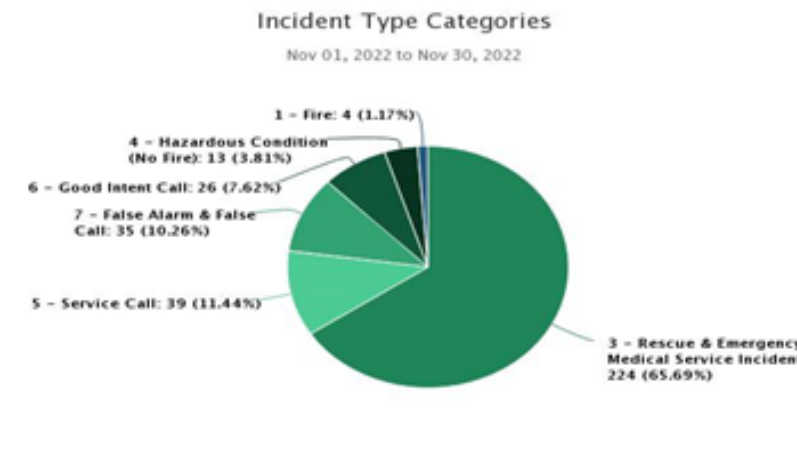
****Please note that some of the format of this month's report will look different as we have transitioned to a new reporting software.**

Total Incidents by Category

11/1-11/13



11/14-11/30



Emergency Medical Service Calls:

For the month of November, there were 250 total patients transported. 187 patients were transported to Castle Rock Adventist, which is 74.8% of all patients transported. 52 patients were transported to Sky Ridge, which is 20.8% of all patients transported. The other 11 were transported to other area hospitals.

Measurable Outcomes:

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

October 2022...100% November 2022...100%

Monthly alerts called by crews and follow-up

Trauma Alerts	2	Transported to appropriate facility 100%
Stroke Alerts	3	Transported to appropriate facility 100%
STEMI Alerts	1	Transported to appropriate facility 100%
Sepsis Alerts	6	Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

Life Safety Educators:

In November, we continued to have numerous scheduled events throughout the month, contacted 182 citizens through 7 scheduled public education events, and had numerous other contacts through unscheduled events at the stations.

A synopsis of events that occurred this month include:

- 2,750 Pulse Point coffee sleeves were distributed to local coffee shops to help raise awareness around the life-saving app
- New recruitment video finalized and approved. The video can be viewed on the CRFD Recruitment page : <https://crqov.com/2823/Recruitment>
- HeartSaver CPR and First Aid classes with 20 employees from CR Water Department

- One Youth Fire Setter education class
- Station and school visits throughout month
- Coloring Contest decals printed in partnership with Public Works
- Partnered with Communications for November's #WeWorkforYou post featuring Ben Jennings, Senior EVT

The Fire and Life Safety Educators have scheduled with Chief Croom to award the winning poster presentations to the five winners of our 23rd annual coloring contest in December. The new placards will be placed on the trucks at these presentations, and the student's classroom will have an ice cream party.

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 November, we made contact with 182 citizens through 7 different events, totaling 15 hours of education. Of the 182 citizens we made contact with, 44 were children (18 years of age or younger) and 138 were adults.

Car Seat Education Statistics and Measurable Outcomes:


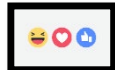


Crews and administrative staff assisted with the completion of 19 car seat checks during the month of November.

Social Media:

During the month of October (reporting is one month in arrears), the CRFD Facebook page reached 11,998 people. Posts were shared 47 times during the month and post engagements came in at 830.

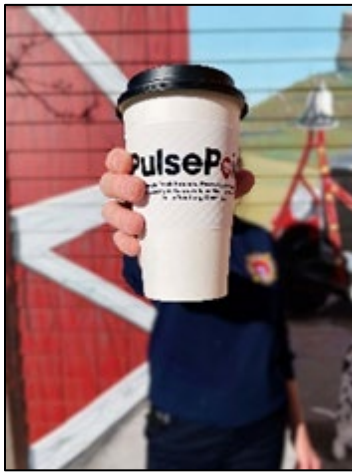
PulsePoint Monthly Active Users (MAUs):

During October (reporting is one month in arrears), 857 users following CRFD on the PulsePoint app enabled CPR alerts and 4,052 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 October 2022	
	3,037 Followers
	783 Likes and Reactions
	1,979 Page Views
	830 Post Engagements



The Town creates a monthly series to highlight members of the Town team and how they work to keep Castle Rock a great place to live. November's post featured CRFD's own Ben Jennings, Senior EVT.



CRFD received a grant from PulsePoint to create 4,000 coffee sleeves. The sleeves have a QR code on the back to scan and learn more about the app, and then download the app to a smart phone. CRFD educators distributed 2,000 of the coffee sleeves to local coffee shops the week of Thanksgiving.

Deputy Chief Commentary:

Our call volume continues to remain above last year. Through the month of November, we have responded to 14.1% 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 have received is certainly welcome, however it doesn't reduce our risk significantly at this time.

FF Josh Kenney has been accepted into paramedic school and will begin in January 2023. We wish Josh the best as he begins this program, and we will assist him however we can.

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 with respiratory illnesses.

The ER divert status remains an issue we monitor. With the current increase in influenza and other respiratory illnesses being reported, the frequency of divers is starting to increase.

We continue to ensure our EMS data is reported to the state on time, as per new state statutes. With our new reporting system, this information is automatically being uploaded to the state.

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

In November, members were involved in physical fitness for a total of 310.5 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

We concluded our Fire Marshal interview process in early November, and I chose not to select any of the candidates for the position. This is key position in the department as well as in the Life Safety Division, "fit" is of the utmost importance to integrating into the department, and I didn't feel that there was a great fit. As such, we will re-advertise the position with the hopes of being able to fill it after the first of the year.

As a member of the United Fire Dispatch Authority, we approved the 2023 budget and signed the annual contract with Douglas County for dispatching services. Our cost per call increased by 2 cents per call for a total cost for CRFD of \$248,000.00.

Another successful Starlighting was held last month! Crowd estimates were at approx. 21,000 people, which is down a little from past crowd estimates, but it was still a great attendance even with the chilly temperatures. The Star lit on time, and there were no associated issues with the fireworks display. Thanks to the Keepers of the Star and the members of the Life Safety and Operations Divisions who made this a success!

Fire Chief Commentary:

We are waiting for GIS to finalize the changes to the town evacuation maps, version 2.0. Once received, the maps will be reviewed again with representatives from Public Works and CRPD 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.

After extensive efforts to try and host the re-scheduled 4th of July fireworks and BOCC New Year's Eve shows at Millers Landing, we made the decision to look for an alternate site. Due to recently started construction as well as potential weather issues, the site continued to present challenges that we could not easily overcome. As such, we have worked out an agreement to host both shows at the Fairgrounds Regional Park. The makeup for the 4th of July show that was canceled earlier this year will hopefully be held sometime in January or February, and the BOCC show will be held on December 31. This show is 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.

Finally, I paused to remember the death of Colorado State Patrol Trooper Cody Donahue. Cody's End of Watch occurred on November 25th, 2016, when he was struck and killed on Interstate 25 just south of Castle Rock while working a traffic crash on the side of the highway. This provides a continued reminder to Slow Down, Move Over when approaching emergency vehicles working on any roadway.

Life Safety Division:

During the month of November, 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 & Follow-up	76	65
Correction Notices	17	17
Primary & Follow-up	125	100
Pre-Citations	3	3
Special or Special Event	3	11
Other Inspections	9	4.5
Total Inspections	233	200.5

Plan reviews:

A total of 98 plan reviews (66 hours) were completed during the month of November.

Investigations/Response Assist:

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

Investigation – 1 entry requiring 2 hours of time to complete

Processes/Procedures:

The division is creating standards for conducting plan reviews, inspections, and investigations. In November, we created five new processes.

Training:

The division as a whole entered 9 hours of training during the month of November.

UAV's:

Total Flights – 9

Total Flight Feet – 19,144

Administrative:

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

The division is in the process of creating the templates that we will use for inspections and permitting in Image Trend. This will allow operations to have access to the latest documentation and contact information on businesses.

Training Division:

Division Chief Oren Bersagel-Briese

Division Chief Commentary

ImageTrend! We went live with the program in the middle of the month and thank everyone for your work and patience to make the program better. While we are still working through some issues, the systems generally are meeting our expectations and we are thankful to BC Cameron Nelson and Lt. Mike Moore for their continued time and energy on this project.



At the end of the month, we were able to partner with the Larkspur FPD to host Chief (ret) Rick Lasky for a full-day seminar on leadership. We had about 70 total people in attendance at the North Building, representing agencies from all across the state. Thank you to all of our members that attended – both on duty and off.

November's department-wide training included our focus on firefighter safety, survival, and rescue skills. Thank you to Lt. Allen, Lt. Helle, and FF Kunau for leading up this year's training and providing members opportunities to work on bailouts, self-rescue, and crew-rescue skills. For EMS training, a shout-out goes to FF Travis for providing great information on better patient care in a special operations environment. Members of our Special Operations team were also able to train with their South Metro Fire Rescue counterparts on trench rescue.

Plan-A videos are well underway and we appreciate the support of the crews as we have begun filming/editing these. We expect to be releasing them to the crews shortly and have many more planned over the next few months. STO Gallegos also delivered two trainings to CRPD during their monthly trainings. These were focused on everything from how we operate, who to talk with on our side, positioning considerations, to fire dynamics. There was a lot of great discussion during/after these sessions, and we are talking about having them do similar training for our members next year.

Hiring Processes: Early in the month, we were able to conduct interviews for our open Fire Marshal position. After the interview process, we decided not to fill the spot with that applicant pool. The position has been reopened and we are planning to conduct interviews on February 2. Later in the month, we were able to do interviews for our open firefighter positions, and we found five great candidates. They are all going through their 3 Ps, and we planning to send three to the West Metro Fire Rescue academy and have two go through a lateral academy early next year. Finally, we worked with Communications to update our recruitment video, which is now live on our crgov.com fire recruitment page.

Vector Solutions was updated to allow for automatic recertification of certain credentials...making it easier for you to ensure that your certs are up to date. There is information on our Vector homepage bulletin board on how to process certifications moving forward.

FTC Upgrades: We were able to complete the electrical install at the tower, and now have lighting and outlets on each floor. This upgrade will make using the building safer and setting up training a lot simpler. Thank you for your patience as we got this done...more updates are planned for 2023!

In November, crews trained for more than 2082 hours on a wide range of topics to stay operationally prepared including safety, leadership, EMS topics, driver/operator, engine and truck company operations, wildland response, forcible entry, incident command, ground ladders, professional development, physical fitness, search and rescue, and much more.

We are currently working on the following projects:

- FTC projects
- EMS training
- ImageTrend implementation
- CMCB
- STO program



FTC electrical upgrades



FTC electrical upgrades



Rick Lasky presentation



Safety and survival training

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary:

The month of November saw the continuation of some long time, large projects. Work continues on the Station 154 and 155 door raise project. As we expected, the contractor is working on the back side of both stations and the work is taking longer than expected. Also, due to the time of year, the weather has also made some impacts on the work and progress. After the completion of the back side of the stations, they will move to the front for the same operation. We have ensured with the contractor that the bays stay closed and insulated to avoid any freezing problems. I, along with Town Facilities, are managing and tracking the work done.



Additionally, progress was made on the new air light trailer; it is tracking for completion in February. The plan is for this unit to be housed at Station 153 in the small bay next to the reserve battalion. With the addition of this unit, all stations will have SCBA filling capability. The new SCBA compressor ordered for Station 154 is scheduled to be delivered in December. This will replace the oldest compressor in our fleet and was possible due to being under budget on the SCBA replacement project in 2021. We currently have one new medic unit on order; it was scheduled for delivery this year but, due to chassis shortages, we will not see it until 2023. We have created an electronic fuel log on PSTRax in an attempt to get away from the old paper copies at the station convaults. We have asked crews to begin using this as we will be using it exclusively beginning January 1, 2023. The PSTRax SCBA module is set to go live on January 1, 2023 as well. A-shift has now been using it for a few weeks with the goal of those members being able to help the other shifts as the module goes live.

Work also continues in other areas of the Logistics Division. LEST Tad 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 supplies orders. He has been proactively working on next year's testing schedule for equipment that needs third party testing. In addition, Tad is working on bunker gear orders for 2023 based on the replacement schedule. If you are on the schedule, Tad will be making contact with you. 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 November, Ben has had Unit's 121 and 221 in shop for preventative maintenance and repairs. He has also had Unit's 144 and 120 in the shop for up fitting as time allows. In addition, he has been coordinating the repairs to Unit 082 at Stewart and Stevenson in Commerce City. While the unit is there, we are having some scheduled engine work done before the truck is out of warranty this year.

Ben also completed emergency repairs on Unit 125 due to a failed EGR valve. He was able to facilitate diagnosis, teardown, acquire parts and make repairs within just a couple of days in order to get the second Quint back in service.

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 at 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 November are 6,551. Year to date is 58,445, and the total since we began the program is 185,108. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

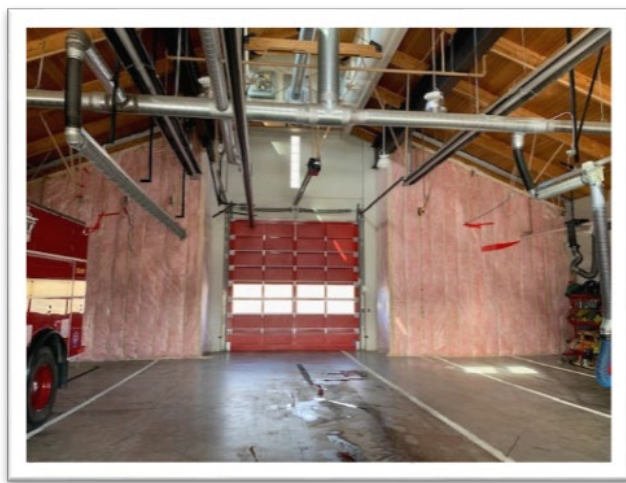
Division Project Report

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

New STO up-fitting
Station 153/154 Landscaping Planning
Hazmat Team Projects
General Air Medical Oxygen Project
Facilities Station Tours



Station 154 Door Project



Station 155 Door Project

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

November saw a continued decrease of monkey pox calls, but a dramatic increase in the number and frequency of status calls regarding the local, regional, state and national RSV outbreaks.

Unfortunately, the regional coordination group has become well-versed in the information needed to maintain good awareness among all partners.

Also in the past month, I worked with category managers preparing for the department's annual program appraisal, scheduled for December 13th. The annual program appraisals are one of the requirements of the CFAI accreditation process. This year, similar to last year, each program manager will provide executive staff with an overview of their program(s), detail accomplishments, lessons learned, and provide a plan and budget needs for 2023 and beyond.

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 <https://www.cpse.org/conference/>. 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.

October 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	581		1221		394		930	
Urban	408	70%	810	66%	274	70%	592	64%
Rural	123	21%	293	24%	93	24%	230	25%
Interstate	12	2%	49	4%	12	3%	49	5%
Blank	38	7%	69	6%	15	4%	59	6%
Mutual Aid Calls	41	7%	117	10%	35	9%	105	11%
Aid Received	25	4%	76	6%	23	6%	68	7%
Aid Given	16	3%	41	3%	12	3%	37	4%