

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

December 2022 Monthly Report

Department News: The Annual Fire Safety Coloring Contest is hosted every fall by the Castle Rock Fire and Rescue Department. This fun and educational coloring contest is a safety message turned into creatively colored pictures by any of the 3rd – 6th graders in the Castle Rock area that wish to participate. Winning entries are made into decals that are placed on the side of a fire truck where it will reside the entire year. Crews went to each of these schools for presentations to recognize winners and to give each of their classes ice cream treats to share.

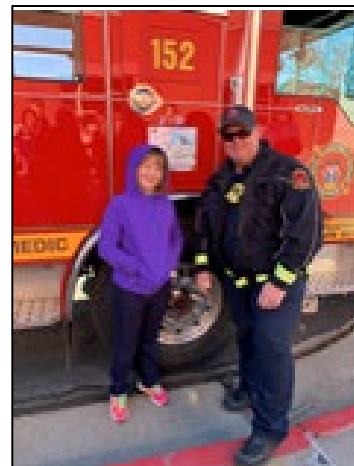


Josie from Clear Sky

Penelope from Academy Charter



Owen from Rock Ridge



Leona from South Ridge



Teegan from Academy Charter

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
December 2022 ...100%

Of the 36 customer survey cards we received in December, 35 had highest overall rating of 5, and 1 had a rating of 4. Some of the comments we received read; *"The EMT & Fire staff realized the severity of my situation & responded to my needs quickly. Thank you."* Another read; *"The ambulance team, Cody & Josh, were prompt, courteous and professional. The other responders were fantastic as well. Thank you so much for your help!"* Another read; *"Very professional. Felt safe & secure at all times. Thank you for helping me through my situation."*

Call Statistics:

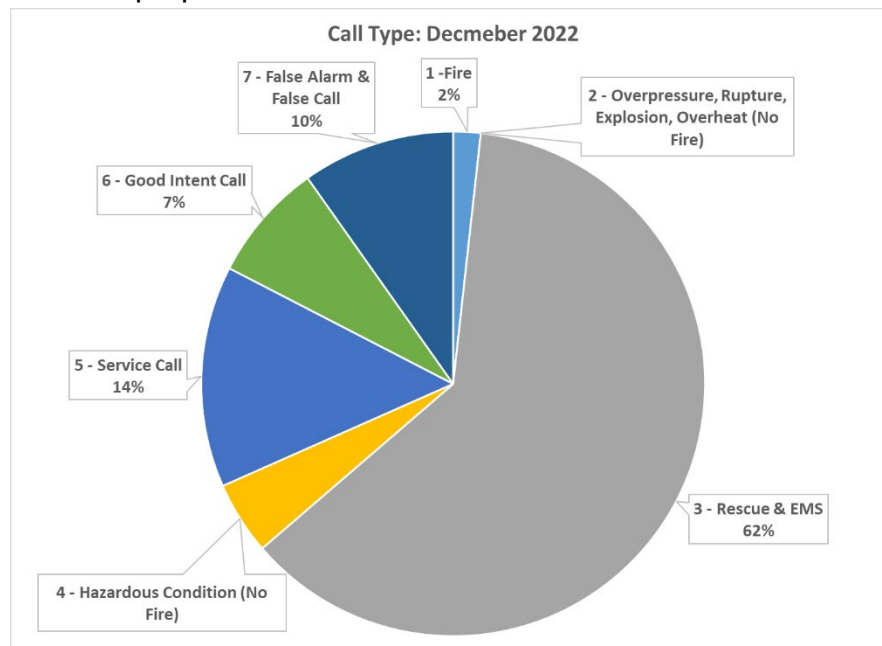
For the month of December, we responded to 686 calls for service. Last year at this time, we responded to 519 calls. This places our year to date calls at 7,109, which is 959 more calls or 13.5% higher than last year. Average calls per day for the month were 19.

Of the 686 calls for service in December, 422 of the calls were for EMS. We had 385 patient contacts and transported 301 patients. This time last year, we had 258 transports.

Fire Calls:

During the month of December, we ran 14 fire calls compared to 14 in December 2022. We had 60 alarm calls, which is 6 more than last year.

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



Emergency Medical Service Calls:

For the month of December, there were 301 total patients transported. 232 patients were transported to Castle Rock Adventist, which is 77% of all patients transported. 39 patients were transported to Sky Ridge, which is 13% of all patients transported.

Measurable Outcomes:

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

November 2022...100% December 2022...100%

Monthly alerts called by crews and follow-up

Trauma Alerts	1	Transported to appropriate facility 100%
Stroke Alerts	2	Transported to appropriate facility 100%
STEMI Alerts	1	Transported to appropriate facility 100%
Sepsis Alerts	7	Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- On December 5th, Quint 151, Medic 151, Engine 152, Engine 154, Chief 151, Bureau 152, Bureau 153, Hazmat 153, Training 151, Medic 161, and Battalion 151 responded to Interstate 25 and mile marker 181.5 for a reported motor vehicle crash. Crews found one semi-truck and trailer over the embankment over Plum Creek and six additional passenger vehicles crashed on the Interstate. One driver from the semi-truck was treated and transported to a local hospital. All occupants of the additional involved vehicles denied injury. Colorado State Patrol Hazmat arrived and CRFD crews worked with several agencies to control a hazardous materials incident created by diesel fuel from the semi-truck.
- On December 16th, Engine 154 and Quint 151 responded to an initially reported fire alarm that changed to a smoke investigation, and was then upgraded to a residential structure fire on Robin Song Court. The following units were added to the response: Medic 36, Medic 151, Engine 152, Engine 39, Chief 154, Division Chief 151, Battalion Chief 151, and Bureau 153. Crews arrived and found the residence charged with black smoke and a fire in the main living area of the residence.



Crews quickly extinguished the fire and searched the residence finding one live cat and nobody else in the residence. The cause of the fire is under investigation.

Life Safety Educators:

In December, we continued to have numerous scheduled events throughout the month, contacted 736 citizens through 10 scheduled public education events, and had numerous other contacts through unscheduled visits at the stations.


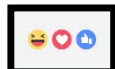


A synopsis of events that occurred this month include:

- CPR was taught to 60 Castle Rock Police Officers.
- Hands Only CPR was taught to 38 6th-8th graders at World Compass Academy.
- The team delivered Santa to Story Tellers and S'mores at Festival Park.
- 16 car seat checks.
- Station and school visits continued throughout the month.
- Coloring Contest presentations were made to all of the winners at their schools. We are proud to report a 22% increase in student participation this year!

The Public Education Team continues to regularly meet. At this month's meeting, the team discussed; coloring contest success, Pulse Point/CRFD coffee sleeve distribution, car seats and the upcoming data collection project, car seat proxy dates for 2023, and the status of the binders for education.

Public Education Statistics:

For the month of December, we made contact with 763 citizens through 10 different events, totaling 13 hours of education. Of the 763 citizens we made contact with, 645 were children (18 years of age or younger) and 118 were adults.

CRFD Facebook November 2022	
	3,230 Followers
	899 Likes and Reactions
	2,175 Page Views
	2,945 Post Engagements

PulsePoint Monthly Active Users (MAUs):

During November (reporting is one month in arrears), 957 users following CRFD on the PulsePoint app enabled CPR alerts and 4,315 Monthly Active Users (MAU). 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 finished well above last year. Through the month of December, we have responded to 13.5% more calls for service than last year at this time.

Wildland fire conditions did improve somewhat this past month. We continue to work in conjunction with our county partners.

We had two firefighter paramedics resign in December to pursue other career paths. We wish them both the best as they start the next chapters of their careers.

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 increased significantly this past month in part to the current increase in influenza and other respiratory illnesses, along with other serious medical and trauma calls in our region.

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 were completed by the end of December.

In December, members were involved in physical fitness for a total of 247.5 hours.



A drop-in station visit

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

December ended with the department running the most calls for service ever. With 7,109 total calls and 6,826 calls in our jurisdiction, this represented 13.5% (from 6,150) and 14% (from 5,844) respective increases. We averaged 19 calls per day and 592 calls per month districtwide. Increases in calls were seen across all areas including fires (+40), EMS (+641), alarms (+58), and other miscellaneous (+220). If we continue on this trajectory, we could potentially respond to over 8,200 calls in 2023.

The Town converted over to a new financial, HR, and payroll system called UKG effective December 24. This system will consolidate a number of different software applications previously being used into one system that will allow for greater ease of use for our employees and the Town. As with any new software system, there have been some minor issues, so please be patient as we bring this system completely up to speed.

Due to the construction of the Macanta subdivision off of Crowfoot Valley Road, the fire management zone for that area had to be modified to reflect hydranted versus unhydranted areas. Macanta is now in the original zone, FMZ 15502, and the rest of the zone is now FMZ 155021, indicating unhydranted. This required CAD and GIS changes to the base maps as well as writing new response plans for zone 155021. Station orders were also reviewed, and no changes were made for either zone with Station 155 being first due, followed by Stations 154 and 184 (Franktown Fire) as the next two.

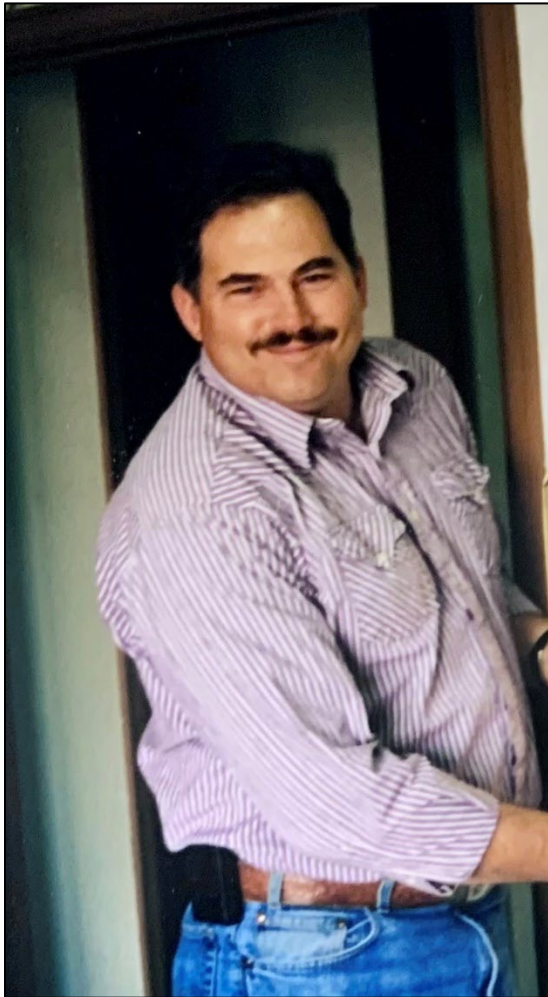
The Board of County Commissioners New Year's Eve fireworks show was successfully held at the Douglas County Fairgrounds. Turnout at the fairgrounds was good, we were fortunate to have snow on the ground to prevent any fires from the fallout, and there were no significant incidents as a result of the show.

Fire Chief Commentary:

GIS finalized the changes to the town evacuation maps, and created version 2.0. These updated maps have been sent to representatives from Public Works and CRPD for an additional review, 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. These will be for internal use only in the event of a significant event requiring an evacuation of any area in town.

We had two members resign from the department in December. With the upcoming hiring process and recruit academy for 2023, we are working to fill these two vacancies as part of that process.

The Department presented the awards for the annual Poster Contest last month, with five winners selected from four schools. There were over 220 entries this year, and this program continues to be successful in engaging our local elementary students in fire safety education.



Finally, retired Fire Chief Joseph M. Schum III died on December 12 after a 25 year battle with MS. Chief Schum served as the fire chief from 1985 until 1997 when he medically retired from the department. He was instrumental in moving the department from an all-volunteer force to a combination department during his tenure with the hiring of the first career firefighter in 1993, and then additional career firefighters in subsequent years. Rest in peace, Chief!

Life Safety Division:

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

Statistics:

Inspection Type	Number	Hours
Complaint	0	0
Customer Inquiries	26	9.5
Construction	84	75.25
Business Insp	82	60.50
Special or Special Event	1	5.0
Other Inspections	10	11.75
Total Inspections	203	162

Plan reviews:

A total of 111 plan reviews (87 hours) were completed during the month of December.

Investigations/Response Assist:

Response Assist – 29 responses taking 33 hours to complete

Investigation – 4 entries requiring 8 hours of time to complete

Training:

The division as a whole entered 7 hours of training during the month of December.

UAV's:

Total Flights – 7

Total Flight Feet – 18,967

Training Division:

Division Chief Oren Bersagel-Briese

Division Chief Commentary

We really enjoyed spending time with each crew at this month's 20s Drills! Following a recent safety team internal investigation, we identified a gap in our formal training on usage of the battery-powered cot. To close that gap, we designed an obstacle course at Station 152 that highlighted the different functions of the cot, the need for team communication, and how to maneuver the cot over different surface transitions. While we had a lot of fun doing the course, this is a fundamental skill set that we were thankful to revisit.

December's department-wide training is our annual CIRSA required review of injury prevention. Thanks to everyone for understanding the need and pushing through. Throughout the month, we were also able to complete this year's safety and survival training including the bailout skills at the FTC.

Following discussions at the Executive Staff level, the Training Division will take full responsibility for the department's technical rescue training. We are hopeful that we'll be able to streamline the planning side of the trainings and provide continued excellent support of our subject matter leads. We look forward to supporting operations in this capacity!

SimsUShare: The latest evolution of this program includes the involvement of our dispatchers into the simulations. With each shift having completed a round of training with dispatch, we think that we've found a good way to ensure their appropriate participation levels, and we are looking forward to having them involved moving forward. Conversations with dispatch have proven that they are finding a ton of value with the trainings, are enjoying seeing what you are talking about, and they are wanting to be involved as much as possible.

CMCB: We were able to host several FO1 written exams and a FO1 skillsheet completion session for four of our members. This showed another wonderful benefit of the CMCB process and allowed our members to successfully complete their FO1 skillsheets in about four hours – filled with CRFD centered discussions focused on what we would want our Lieutenants to know and understand. Earlier in the month, we also participated in the first part of a strategic planning session for CMCB, and we expect that plan to be formalized by the second quarter of 2023.

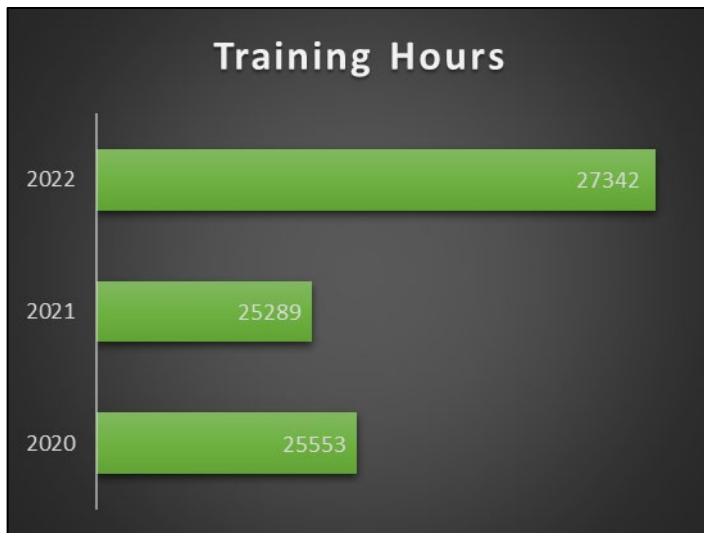
Hiring Processes: We are continuing to work through the 3Ps and background processes for several new members. As it stands today, we are now looking at sending three people to the WMFR academy and having three people go through our lateral academy. That would leave us with one position to try to potentially fill later this year.



In December, crews trained for more than 1,562 hours on a wide range of topics to stay operationally prepared including safety, leadership, extrication, airway skills, driver/operator, engine and truck company operations, 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



Annual CRFD training hours for the last three years



Working through difficult intubation situations



Obstacle course cot training



Obstacle course cot training

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary:

December is always full of activity as projects are completed and closed out for the year, or extended into next year. We also begin gearing up for the new year and new budget to start in January. This year has been no exception.

Work continues on the door raise project at Stations 154 and 155; due to various delays from the contractor and weather, this project will continue into next year. The rear doors have been completed and work has moved to the front of each station.

We had issues with the new Bauer breathing air compressor that was to be delivered. After driving to the freight terminal due to multiple missed deliveries, I inspected and had to refuse the delivery due to shipping damage. Bauer has been in the communication loop and is working to expedite a new compressor.

Station 153 and 154 landscape design work is progressing. Working with Lime Green Design, Facilities and Parks we are honing in on completing the plans for these two stations. Once complete, we will have the design and plans for a RFP for the work to be done.

Further projects extending into 2023 include the air/light trailer replacement. In 2022 we made the switch to MSA SCBA, and made a vendor change for our medical oxygen allowing us to move into tote head portable bottles. We had a Plymovent exhaust drop installed at Station 153 in preparation for the new air/light trailer.

The R&D team completed some large projects, such as Class B foam and thermal imagers. The apparatus team was revamped, a new engine specification was made and an engine was approved and ordered for Station 156 to open in 2025. Additionally, in December, Logistics created an electronic fuel log for crews to log fuel filled into vehicles through the PSTRax platform, and the SCBA module came on-line with a full go live date of January 1, 2023. This required the updating of multiple SOG's and an Administrative Directive to bring us in-line with NFPA 1852. We also stood up the assets module in PSTRax to fulfill the intent of CFAI Peer Team recommendation report.

Recommendation 6 states: *It is recommended that CRFD develop a plan to ensure that all types of equipment tested by third party vendors have been tested, including loose equipment stored at facilities. (6E.3)*

We have already begun work on projects scheduled and budgeted for 2023. This includes the thermal imager camera (TIC) replacement. The R&D team had completed evaluations last year and made a recommendation for the FLIR K55 camera. We are currently getting quotes for those cameras, lanyards and chargers.



Annual equipment testing has been scheduled and starts in the month of January for Hurst Rescue Tools and SCBA annual flow and testing, with hose and ladder testing to follow later in the year.

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 supplies orders. LEST Keegan has been proactively working on next year's testing schedule for equipment needing third party testing. He has also been working on annual required testing, such as our annual SCBA fit testing. Tad has also been working with MES to get the replacement bunker gear order completed for those on the replacement schedule this year and has also been working with the prospective new recruits for all their gear and uniform needs.

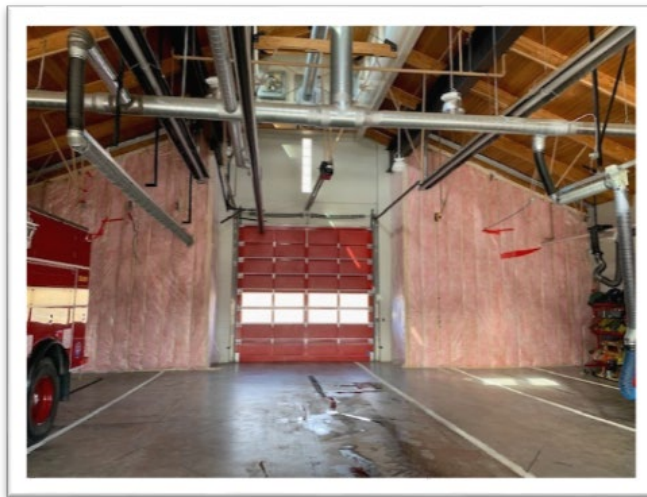
Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. He continues to handle all repairs and maintenance on the heavy fleet and, as needed, on the light fleet. In 2022, Ben spent a total of 1,847 hours on 45 pieces of equipment and 91 equipment work orders. This equates to an 89% productivity rate. For some perspective, if we were to sub this labor out to Front Range Fire Apparatus, it would cost the department \$304,755.00. In addition, the government fleet standard for productivity is 70% of available hours or 1,456 hours. At last check, South Metro Fleet was at 76% or 1,580 hours. Sr. EVT Jennings is exceeding these comparable hours. On one hand, this is strong work and a great job by Ben! On the other, it shows that he is closing in on maximum effort and availability. As we continue to grow and get busier, this highlights the ongoing need for additional help in the Logistics Division.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for December are 7,969. Year to date is 66,414, and the total since we began the program is 193,077. 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
MDC GPS issues

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



Station 155 door project

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In December the State, County, and Tri-County health departments, in conjunction with the North Central Region's Healthcare Coalition, suspended the bi-weekly status calls monitoring the RSV and MPX issues due to declining infection rates and the healthcare systems ability to manage resources internally.

In December, the department conducted its 2022 Program Appraisal and Program Review. Generally speaking, all programs are moving forward and in-line with staff expectations. Last year (2021), a second suppression company was added to all MVC incidents. This year there was discussion about adding a second suppression company to all calls on I-25 and other high-speed or high-traffic areas. The decision was made to add a second suppression company to all calls, regardless of incident type, on I-25. The executive staff will review system impacts and decide if it is appropriate to add an additional company on other roadway incidents. This would also require the creation of numerous fire management zones (FMZ) to ensure the proper response plans are dispatched.

The department sent three members (Chief Martin, Chief Gile, and Lieutenant Moore) out as CFAI peer assessors in December. All agencies visited will be recommended for accredited status. One of the benefits we see from providing peer assessors is understanding how other agencies are addressing challenges that may be similar to our own and potentially exposure to challenges that we may see in the future.

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.

November 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	548		1179		362		838	
Urban	383	70%	787	67%	238	66%	524	63%
Rural	116	21%	252	21%	84	23%	189	23%
Interstate	4	1%	91	8%	3	1%	86	10%
Blank	45	8%	49	4%	37	10%	39	5%
Mutual Aid Calls	49	9%	147	12%	41	11%	123	15%
Aid Received	31	6%	108	9%	25	7%	92	11%
Aid Given	18	3%	39	3%	16	4%	31	4%