

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

April 2023 Monthly Report

Department News: CRFD held a badge ceremony, welcoming new personnel and promoting one member. Family members pinned 3 of our new lateral recruits. Chief Bart Chambers was also pinned as Division Chief/Fire Marshal and Andrew Kopp was pinned as a paramedic



CRFD Ceremonial Unit opening the ceremony



The new recruits presenting a gift to the department



Chief Chambers being sworn in



Andrew Kopp taking the oath as a Paramedic

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
April 2023 ...100%

Of the 58 customer survey cards we received in April, 54 had the highest overall rating of 5, and 4 had a rating of 4. Some of the comments we received read; *"Unfortunately we have had to call 911 too often as my father is elderly & taken some falls. Everyone we have encountered are amazing. They are friendly, efficient and reassuring. They took excellent care during the trip to CRAH! Castle Rock have very best Fire & Rescue teams! So nice to have people we trust during some of our scariest times."* Another read; *"Your guys were kind, reassuring, careful, professional, and very competent! They helped put me at ease when I was very frightened of my condition. They also confirmed my choice of hospitals which helped me too. Thank you so much! The ankle break lady."*

Call Statistics:

For the month of April, we responded to 544 calls for service. Last year at this time, we responded to 542 calls. This places our year to date calls at 2,118, which is 118 less calls or 5.3% lower than last year. Average calls per day for the month were 17.6.

Of the 544 calls for service in April, 356 of the calls were for EMS. We had 324 patient contacts and transported 257 patients. This time last year, we had 239 transports.

**** Please note that with the implementation of our new records management software, the provided link will allow you to view a more detailed synopsis of our operational data. We will no longer be placing charts in this report. Please click on this link, and if you have any questions, please contact me. ****

<https://crfd.imagetrendelite.com/Continuum/crfd/app/Playlist/4ae31d5a-7c04-49a6-94ce-df06d3b2f579>

Fire Calls:

During the month of April, we ran 14 fire calls compared to 13 in April 2022. We had 20 alarm calls, which is 21 less than last year.

Emergency Medical Service Calls:

For the month of April, there were 257 total patients transported. 173 patients were transported to Castle Rock Adventist, which is 67.3% of all patients transported. 77 patients were transported to Sky Ridge, which is 30% of all patients transported. The remaining 7 were transported to facilities outside of Castle Rock.

Monthly alerts called by crews and follow-up:

Trauma Alerts	0	Transported to appropriate facility	N/A
Stroke Alerts	4	Transported to appropriate facility	100%
STEMI Alerts	1	Transported to appropriate facility	100%
Sepsis Alerts	4	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

A Shift:

- On April 8th, Battalion 151, Quint 151, Engine 152, Engine 153, Medic 151, Medic 153 responded to a motor vehicle crash with extrication at Ridge Rd. and Enderud Blvd. A single occupant driver was extricated from the vehicle and transported with minor injuries to a local hospital.
- On April 26th, Division Chief 151, Battalion 151, Quint 155, Quint 151, Engine 39 (South Metro Fire), Engine 153, Medic 154, Medic 151 responded to a commercial structure fire at Home Depot in the lumber area of the occupied building. The fire was controlled by the fire sprinkler system. The fire is under investigation.

B Shift:

- On April 18th, Battalion 151, Quint 151 and Medic 151 responded with J105 on a mutual aid structure fire at 974 Faver Drive.

C Shift:

- On April 4th, Engine 152, Engine 153, Engine 154, Engine 161, Quint 151, Quint 155, Medic 153, Medic 151, Medic 161, Division Chief 151, and Battalion 151 responded to two separate motor vehicle crashes on Interstate 25 northbound between the 180 and 183. One crash was found to have 18 vehicles with two reported injuries. The second crash was found to have 10 vehicles and one reported injury. Interstate 25 northbound was closed while crews worked to secure the scene, care for the injured, and assist Colorado State Patrol with mitigation needs.
- On April 15th, Engine 154, Quint 151, Medic 154, Hazmat 153, and Battalion Chief 151 were dispatched to a reported motor vehicle crash. Crews found a single semi rolled over on Interstate 25 at mile marker 184. The driver of the semi was treated and released on scene and the interstate was reduced to one lane. Crews spent several hours working to mitigate the incident and reopen the interstate.
- On April 16th, Quint 151, Medic 151, Battalion Chief 151, and Squad 155 responded to a motor vehicle crash at 5th and Park Street. Crews found a single vehicle exited the roadway at the 5th street overpass landing on its roof in the riparian area of Plum Creek. Crews found a single occupant driver deceased. Working with the County Coroner and local law enforcement, crews extricated the deceased occupant and used a low-angle rope system to remove the victim.

Life Safety Educators:

For the month of April, CRFD made contact with

- 450 citizens through 13 different public education and community events totaling 31.75 hours of education. Of the 450 citizens we made contact with in April, 364 were children (18 years of age or younger) and 86 were adults.



April Public Education Highlights:

- Youth Leadership Douglas County
- Car seat proxy time and education
 - 4 CRFD crew members completed proxy signoffs and education with FLSE Duncan and FLSE Sanderlin.
- CPR trainings
 - 4 community members completed a HeartSaver CPR/AED community class
 - 1 Community member completed a BLS HeartCode skills check off
 - 24 CRPD officers, DCSO officers and CRT members completed Basic Life Support Training
- Youth Firesetter screening, Youth Firesetter education class
- Three Career Fairs
- Several scheduled station tours and school visits: Wellspring STARS, a homeschool group
- Apparatus units that assisted with public education events involving CRFD crew members and educators were as follows: Quint 151, Medic 151, and Quint 155
- New crgov.com launch was successful with Communications! Check out the [new website](#) today.
- FLSEs worked alongside FPOs and inspectors to create online forms for requests for inspections, permits for special events and mobile food vendor.

Car Seat Education Statistics and Measurable Outcomes:

Crews and administrative staff assisted with community education for 12 car seat checks this month. The car seat checks were comprised of 9 rear-facing seats, and 3 forward-facing seats.

Social Media

During the month of March (reporting is one month in arrears), the CRFD Facebook page reached 17,004 people. Posts were shared 36 times during the month and post engagements came in at 1,534.

PulsePoint Monthly Active Users (MAUs):

During March (reporting is one month in arrears), 939 users followed CRFD on the PulsePoint app and enabled CPR alerts, with a total of 4,220 Monthly Active Users. 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:

Through the month of April, we responded to 5.3% fewer calls for service than last year, at this time. There appears to be an overall decrease in all calls, and not necessarily any specific call type.

We are happy to welcome our three new lateral recruit firefighters on line after their successful completion of the academy. FF Capper is assigned to A Shift, FF Russell is assigned to B Shift, and FF Koldeway is assigned to C Shift. They have all started their station rotations and orientation. We wish them the best as they start this new chapter in their careers!

We continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts from initial patient 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. All hospitals have now revised their masking policies. Predominantly, no masks are required. However, if there are special circumstances, our crews have been instructed to follow those hospital guidelines. We are monitoring to see if any other guidance will be eliminated or revised further with the federal public health emergency due to expire on May 11th. If there are revisions or deletions in guidance, we will follow those as directed.

In April, we did notice that the potential for wildland fires increased. As such, we responded as mutual aid to two wildfires. One was located in Simla, and the other in Morrison. We sent two wildland engines, as well as the Battalion Chief to the Simla fire. For the fire in Morrison, we sent one wildland engine. The majority of our operational members have completed their annual wildland refresher requirements by the upcoming May 1st deadline.

Our EMS data continues to upload to the state successfully with our new reporting software.

The ER divert status continues to be monitored. We continue to see an overall decrease in diversions. We will continue to monitor this and adapt as needed.

We will continue to send our officers through Strike Team/Task Force bridge class. The next one is scheduled for the fall.

In April, members were involved in physical fitness for a total of 390.75 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

The 2024 Budget process began in earnest in March with Finance providing us instructions, budget request forms, and timelines. We met as an executive staff to discuss priorities, and our budget requests were submitted on March 27. We then met with the Budget Team on April 25 to review our budget requests and provide any additional information needed to support these requests. Due to limited available revenue, the Town will be using the 2023-2028 Balanced Financial Plan (BFP) as the basis for the 2024 Budget. As such, we expect that a number of our personnel requests will not be approved, so we will continue to work with the Town to find potential funding solutions. The budget process will continue over the next couple of months, and we will provide more information once a DRAFT 2024 Town Budget is proposed.

On April 11, the Board of County Commissioners approved \$1.5 million for wildland firefighting aerial resources for 2023. This includes approximately \$1.1 million for an exclusive use helicopter for 153 days, beginning June 1, and \$400k for call when needed (CWN) aircraft. These resources are available for any wildfire in the county, including Castle Rock, and we greatly appreciate the Commissioners continued support of this valuable program.

We conducted a badge and promotion ceremony on April 13. Congratulations to FF/PM Kopp on his promotion to Paramedic, and welcome to FFs Capper, Koldeway, and Russell as well as Fire Marshal Chambers! We are glad to have you join our team!

Fire Chief Commentary:

We have the final version of the Town evacuation maps after GIS completed the additional requested changes. These will now be presented to Mr. Corliss for review and approval, and once adopted, we will present these maps to department members as well as key staff in other Town departments. These will be for internal use only in case of a significant event requiring an evacuation of any area in Town.

We continue to work with the Payroll Team at Finance on some outstanding issues with the conversion to UKG. While we believe most of the initial issues have been resolved, we want to ensure that all previous calculations are correct and that there are no other issues or concerns.

Our primary GIS public safety analyst, Ben Aldridge, left employment with the Town in April. While this leaves a pretty significant gap, we will work to minimize the impact of his departure on our efforts. And, we wish Ben the best in his new role and South Metro Fire!

Fire and Life Safety Division:

Division Chief Bart Chambers



Division Chief Commentary

The Life Safety Division has started the change of the branding from Life Safety to Fire and Life Safety Division. With this change, the Division's new logo has been developed as seen here. In addition to the new logo, the vehicles are almost completed with the ghost markings, and the markings are in line with the other department apparatus.

The Fire Prevention Officers have access now to the ATF Bomb Arson Tracking System. This helps with information sharing throughout the United States regarding fires and explosions. Our information exchange with ImageTrend is ongoing, and we are hopeful by June 1st we will have all information transferred over to Image Trend from Emergency Reporting. With the ongoing changes to better account for our process for permits and inspections, we have established a QR code and link to streamline the permit and inspection process. This also helps us with the accountability of the contractors and we are hopeful to reduce the re-inspection process.

Division Fire/Law Enforcement Training: The Fire and Life Safety Division conducted 94 hours of training for the month of April with one FPO attending the National Fire Academy for Fire Investigation Essentials.

Inspections: 77 Construction, 24 Business and 2 Mobile Food Vendor inspections

Plan Reviews: 74 Plan reviews

Complaints: 3

Citations: 11, parking in a fire lane, Mesa Middle School

CORA Requests: 3

Fire Prevention Customer Inquiries: 16

Liquor License Reviews: 7 liquor license reviews were conducted which committed 2 hours of staff time

Fire / Investigation Responses: 1

Unmanned Aerial Vehicle Flights: 1 flight for an hour. Assist other Departments (AOD) to Douglas County Search and Rescue

We are currently working on the following:

- Looking at the prospect of the I-plan table to interface with our clients close to real time
- NFA classes are still a priority and have had another FPO accepted to the NFA
- Task Books to be implemented for the FLSD first part of May
- Updating FLSD Information on the website
- Uniform change to be completed by June 1
- Ongoing integration of the FLSD with the Line Personnel
- Ensuring that fire lane markings are done with red curbs and lines in conjunction to signage



Badge Pinning of Chief Chambers



SR. FPO Howe at the NFA Fire Investigation Essentials



New vehicle markings for the FPO vehicles



New vehicle markings for the FPO vehicles

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

We'd like to thank all of the crews, the off-duty instructors, and the BCs for all of your work during the recent lateral academy – this is a large undertaking for the department, and we repeatedly saw some top-notch instruction from all of our members. Mostly, we'd like to congratulate FF Kyle Russell, FF Andrew Koldeway, and FF Daniel Capper on successfully completing the academy!

Up at West Metro, Owen Pepper and Gunner Tafoya continue to perform and FF Jake Malone has been serving in his integral role with the rest of the cadre. Thank you to the on-duty rigs that made it up to the academy this month – our members loved working with you and working on our trucks.

Acquired Structures: Town staff reached out to us to let us know of an acquired structure opportunity near the new Crystal Valley interchange. Because of the condition of the building, we were able to get the two quint crews from C-shift to the structure to work on ventilation training. We are also planning for training this summer in the old library and should have dates nailed down pretty soon.

Department Training: Our new thermal imaging cameras are in, and Eng. Jake Auten led all three shifts through their in-service training. Additionally, Lt. Mike Moore led this month's in-person EMS training with a skills rodeo. Crews from E152 and E154 worked on their Rescue 42 stabilization skills at the FTC – thanks to Lt. Randy Rafferty, Lt. Doug Kelley, and Lt. Brett Johnson for helping organize and plan those trainings. Lastly, several shifts were able to do a SimsUShare training that focused on reps for our ALTs and paramedics based on ambulances.

Special Operations Training: The Tech Rescue Team did a technician-level structure collapse training, led by Eng. Jason Norris and FF Mitch Murphy. We are also continuing the preparation process for the upcoming 11-day school, and we will have light-duty members at the course to help film/create plan-A videos for the technicians.

CMCB: At this month's meeting, the Board of Directors (BOD) gave final approval to the Live Fire Instructor and Live Fire Instructor in Charge skill sheets. Moving forward, we will discuss how to integrate these certifications into our instructor cadre – but there likely won't be any requirements prior to this year's planned live-fire evolutions. The BOD also continues work on the Strategic Plan and we are hopeful to be able to publish it later this summer. Finally, congrats to FF Justin Kunau for earning his Instructor 1 certification!

Division Stuff: Members of the division had some great opportunities this month including Adam leading the CES band at the annual Colorado Fallen Firefighter's Memorial, Jeff spending time with the students at the Rock Canyon High School fire program, and Oren teaching at FDIC as well as joining the Training Advisory Committee for UL's Fire Safety Research Institute.

We are currently working on the following projects:

- Plan-A videos
- STO program
- CMCB
- EMS training
- Hiring process
- Dispatch integration into training



Lateral academy skill day



Lateral academy skill day



TIC in-service training



Acquired structure ventilation training

Logistics Division:

Division Chief Jim Gile



Division Chief Commentary:

The month of April, was full of activity in the Logistics Division. We worked throughout the month with Chief Chambers on getting a graphics package put together for the bureau vehicles, and having them installed. All vehicles assigned to the Fire and Life Safety Division now have or will have decal markings. We also worked extensively on new uniform items, and setting up spare keys for the vehicles in the bureau as requested by Chief Chambers.

The Division met with Training on upcoming hiring activities to devise a plan to streamline the uniform issuance process. From that, a PStrax checklist has been created to assist LEST Keegan and any cadre assigned with the tracking and issuance of gear, equipment and uniforms. In addition to this, a checklist has also been created to use for uniform requests. This will serve for anything that does not have its own checklist such as bunker gear and ballistic vests. This is not live yet, the goal is to discuss and hold a tutorial at the next Command Staff meeting.

In other news, the long lost Bauer breathing air compressor that had been ordered for Station 154 arrived. Logistics, with assistance from Facilities, unloaded the compressor from the freight company and into the station. Over the next few weeks, we will be working on the disconnect and removal of the old, and install of the new. A quarterly R&D meeting was held, as well as I attended the newly formed Fleet Advisory Committee Meeting. We have also continued to work on the apparatus purchases for new Station 156 and for the projected future. We also worked with FF/PM McNeil and CORE Electric on the install of a new training prop at Station 155. The prop is installed and in service, we thank CORE for the donation of the poles and install for this project.

Sr. EVT Jennings has been installing the new TIC cameras and chargers based on the units coming in for service. He has also been installing the remaining Sierra Wireless cellular access points into the units on the same schedule. The install of the TIC chargers requires some electrical work to be done, and the Sierra Wireless requires a new 6-band antenna to be installed on the roof of the unit, so they do take some time to get done.

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 and the medical oxygen. Tad also continues to manage the ordering of any needed supplies and equipment. In addition, Tad worked this month in distributing extra hose to stations and moving the Wildland cache to Station 152. This needed to be done to make room for the new compressor going into Station 154.

Sr. EVT Ben Jennings continues to handle all repairs and maintenance on the heavy fleet and as needed on the light fleet. Units Ben has had through the shop or touched in April include, Units

281,121,185, 088, 106,141,125,116, 082, 090,110,136,103, 091,142, 221. During April Ben had a total of 153 hours billed to work orders.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for April are 5,365. Year to date is 25,613, and the total since we began the program is 218,690. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

- Facilities Projects
- MDC GPS Issues
- Station 154 / 155 Door Raise Project (RFP) Station 156 Apparatus (Engine ordered)
- New STO Up-fitting
- R&D Team Projects
- Hazmat Team Projects
- CPSE Peer Team Assignment Salina Kansas
- Station 153, 154 Landscape Planning



Training prop Station 155

New Bauer Compressor at Station 154



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

April posed a couple of challenges:

Even though I was not in the office for much of April (a week of vacation and two weeks at the NFA), progress was made in several areas. The 2022 update to the Standard of Cover (SOC) is nearing completion. A big thanks goes out to FF/PM Spronk for her continued work with StatsFD and reviewing various data set for the SOC update. The ImageTrend reporting got a lot better with only one critical error returned from NFIRS. Thank you to everyone for your attention to detail when writing reports! Having quality data going into the system makes the analysis process quicker and more accurate. Work has continued with DoIT on the Occupancy Vulnerability Assessment Profile (OVAP) tool. However, due to some staffing issues in other departments, it has slowed as people have had to pick up other tasks and responsibilities. We hope to have the tool up and running in 4-6 weeks.

We are working with ImageTrend to see how we can load legacy data into the system so that we can automate as much of the required annual reports as possible. One of the primary challenges is that our legacy data from E.I.S. has a different data schema necessitating some custom programming to correctly map the data fields to ImageTrend.

With the transition to ImageTrend, we lost the data link to Intterra. I have been working with the Intterra team to develop a custom export from ImageTrend to Intterra and get Intterra data tools system back on line. We are also working with Intterra on a community risk/resiliency concept they are developing.

We are still holding the rollout of Continuum, pending the update of the EMS domains from NEMSIS 3.4 to 3.5. Colorado was an early adopter of the NEMSIS 3.5 reporting standard, but the majority of the other states have not transitioned yet. However, we are able to share a “playlist” or group of data tables, charts, and gauges that will replace the monthly data summary Paramedic Spronk has been sending out recently. Each visualization displays for 15 seconds, there are controls in the upper right corner of the screen to pause, advance, or go back. We are still developing this playlist, so if there is data you would like to see, please see me and we’ll look into it.

Link to the draft [ImageTrend monthly data](#).

Emergency Operations Plan (EOP) update: This has been in a holding pattern for several months waiting Douglas County Health Department (DCHD) input and feedback. We started receiving DCHD’s feedback, and need to integrate their comments and plans with ours. Given I was out of the office so much in April, I did not make any progress on this item.