

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## September 2019 Monthly Report

**Department News:** In September, many of our members participated in the 9-11 stair climb. Fifteen years ago, a few guys showed up together to climb stairs to remember what had happened just a few years before. Two of them were Castle Rock Fire and Rescue members. The next year a few more showed up to do the same. The third year it was opened up to firefighters that wanted to honor the 343 firefighters that died that day. They come from all over; we have had firefighters from different countries climb with us. They simulate climbing one of the Twin Towers, which is 110 flights by climbing 55 flights twice in the Transamerica Building, downtown Denver. People carry a picture of a firefighter that lost their life that day. They are in full gear, most carrying hi rise hose packs, axes, and SCBAs, which could be an additional 75 lbs. This year, mainly in Sept, there were over 50 stair climbs worldwide. The money raised is used to support the FDNY Counseling Service Unit. The program supports counseling to FDNY members, family, friends and those affected by 9-11.

343 Firefighters, that's how many lost their lives that day



Opening Ceremonies

**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**



Gear lined up and ready to go



In the stair well



Getting ready to climb



A few of our members at the top

## Operations Division:

Deputy Chief Rich Martin

### Customer Service:

**Measurable Outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**September 2019...100%**

Of the 28 customer survey cards rating service in September, all 28 were of the highest overall rating of 5. Some of the comments received read; *"Thank you for caring for my husband! Because of your quick actions & decision to take him to Castle Rock Hospital, you were instrumental in saving his life! Thank you!"* Another read, *"I had the best team taking care of me. They put me right at ease and kept my spirits up on the ride to the hospital. Thank you so much!!"* Another read; *"Phenomenal crew! Thank you for always being so caring and compassionate!"*

### Call Statistics:

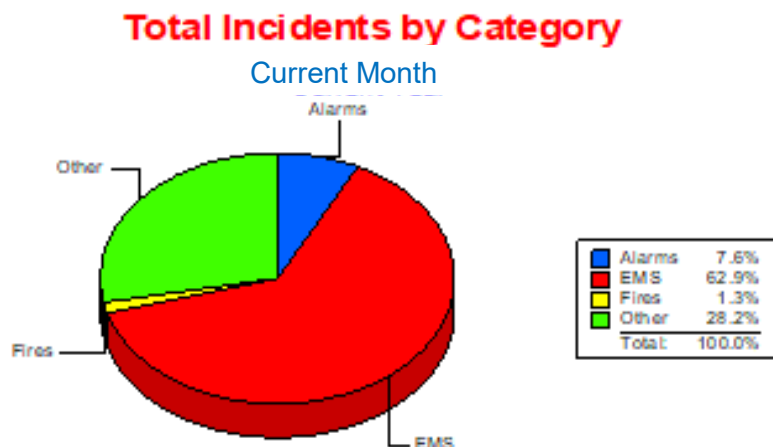
For the month of September, we responded to 527 calls for service. Last year at this time, we responded to 515 calls. This places our year to date calls at 4,353, which is an increase of 160 calls or .96% from last year.

Of the 527 calls for service in September, 304 of the calls were for EMS. We had 290 patient contacts and transported 212 patients. This time last year, we had 180 transports.

### Fire Calls:

During the month of September, we ran 8 fire calls compared to 4 in September 2018. We had 48 alarm calls, which is one less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

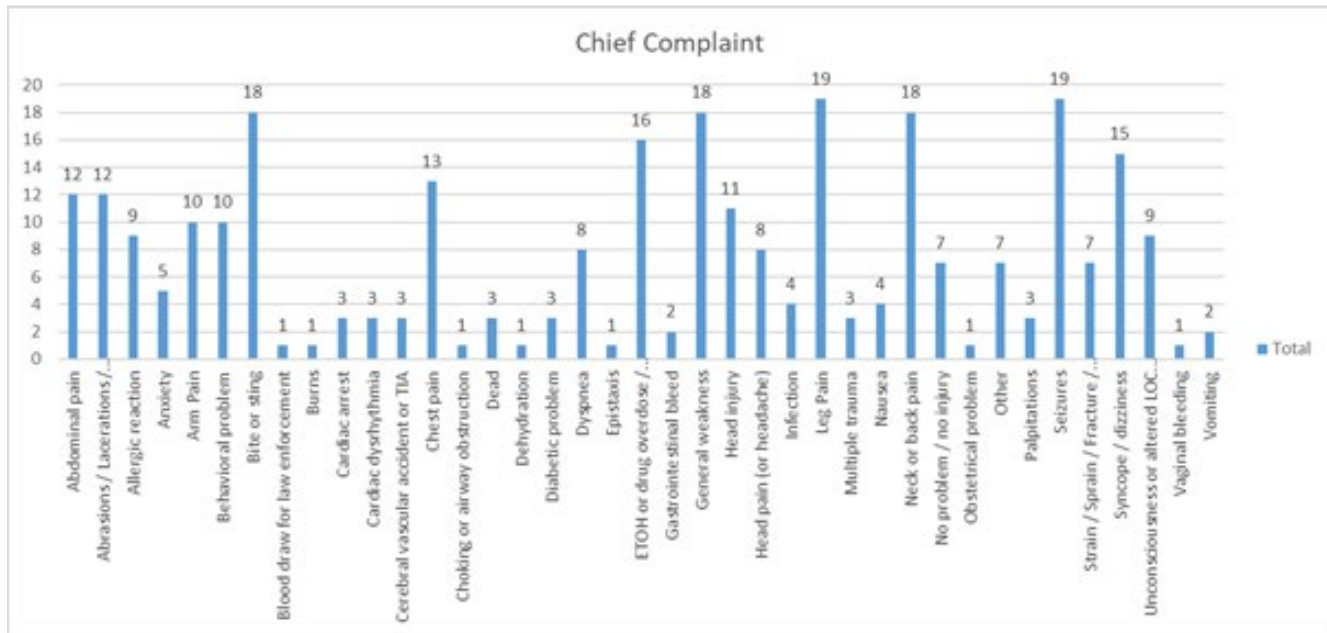
The chart below indicates call proportions for the month of September:





## Emergency Medical Service Calls

The most common EMS calls in September were for leg pain and seizures with 19 patients each. The second most common call type was for bite or sting, general weakness and neck or back pain with 18 patients each.



## Measurable Outcomes:

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

**September 2019...100%      August 2019...100%**

Monthly alerts called by crews and follow-up

<b>Cardiac Alerts</b>	<b>1</b>	Transported to appropriate facility	<b>100%</b>
<b>Trauma Alerts</b>	<b>2</b>	Transported to appropriate facility	<b>100%</b>
<b>Stroke Alerts</b>	<b>3</b>	Transported to appropriate facility	<b>100%</b>
<b>Sepsis Alerts</b>	<b>2</b>	Transported to appropriate facility	<b>100%</b>

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

## Significant Incidents:

- **B Shift:** On September 23<sup>rd</sup>, Battalion Chief 151, Engine 152, Squad 154 (with Quint 155's crew) and Medic 153 responded to a medical assist involving a fall from the rock. The Patient was located, treated and transported to the appropriate medical facility.
- **C Shift:** On September 4<sup>th</sup>, Quint 151, Engine 154, Medic 151 and Battalion 151 responded to a reported car fire on Interstate 25 at mile marker 184. Crews arrived to find one pickup truck fully engulfed in fire. The driver escaped the vehicle prior to the fire and complained of injuries from a motor vehicle crash. Crews extinguished the fire and the driver was transported to a local hospital with non-life threatening injuries. The cause of the fire was related to the vehicle crashing into the center barrier.

- On September 6<sup>th</sup>, Quint 151, Engine 154, Medic 151, Medic 154, Battalion 151 and Chief 152 responded to Castle Rock Elementary for a report of multiple kids stung by wasps. Crews assessed and treated 23 students and 1 teacher for wasp stings. No life threatening injuries were found and none of the patients required transport.
- On September 10<sup>th</sup>, Battalion 151, Medic 153, Engine 152, Medic 151, Quint 155, Bureau 151, Chief 151 and Division Chief 151 responded to Founders Parkway and Copper Cloud Drive for a reported motor vehicle crash with extrication and injury. Crews found two vehicles, each with one occupant driver. One driver claimed non-injury and refused treatment and transport. The other driver was trapped in the vehicle and required extrication techniques to remove the car from around the patient. The patient was transported to an area hospital with life-threatening injuries. The patient is expected to recover from the injuries sustained in the crash.

### **Deputy Chief Commentary:**

Firefighters Compton, Murphy, and Spronk continue to progress in paramedic school and are doing well. FF Spronk has begun her 500-hour internship with West Metro Fire. Lt. Nelson continues to be the instructor at West Metro's Academy with our four new recruits. Our recruits are doing well at this time. They all successfully completed their midterm exam.

The RFP on our ambulance billing was completed and posted. We have had several inquiries in regards to this. The RFP will close on October 11, 2019, at 5:00 PM. We continue to stay on schedule to have this process completed and awarded to begin January 1, 2020.

Members from Finance, Fire, and Human Resources attended a three-day conference on the Fair Labor Standards Act and its application to the fire service. There was valuable information garnered from this and we all will continue to monitor this to ensure we remain compliant with this law.

We further revised and are reviewing the newly implemented processes we have made to our EMS Performance Improvement Plan. We are continuing to focus on all of our alerts, (Cardiac, Sepsis, Stroke and Trauma), from initial contact through hospitalization, and ultimately discharge from a health care facility. This is achieving one of our accreditation recommendation goals.

We actively participated in a mass casualty drill along with Castle Rock Adventist and Sky Ridge Hospitals on September 25<sup>th</sup>. In all, there were approximately 20 patients that were either volunteers as patients or patients that were treated and transported.

On September 23<sup>rd</sup>, we hosted Your Town Academy. During this event, our guests were able to experience using the Jaws of Life, Hands Only CPR, Ambulance Familiarization, and advancing a fire hose through our training building. They also dressed in firefighting gear.



## **Administration Division:**

Fire Chief Norris Croom

### **Key Admin Issues:**

Our most recent badge ceremony was held on September 16<sup>th</sup> with 4 promotions and two new employees. Congratulations to Firefighter/Paramedics Cole Burdette and Carlie Dickson, Fire Prevention Officer Nat Howe, and Division Chief of Logistics Jim Gile on their formal promotions! We also welcome Fire Prevention Officers Sully Sullivan and Buzz Sutherland to the department!

The 2020 budget process is now complete with the adoption of the budget by Town Council. As anticipated, we did not receive approval for any new positions, but we were funded for approximately \$4.7 million in projects and equipment over the next five years. One significant approval to note is the \$1.1 million allocated to replace our SCBAs in 2020. Our current SCBAs are reaching their end of life, and we will replace the entire system next year. Thanks goes out to Town Council for their continued support!

### **Fire Chief Commentary:**

As a standard reminder about space at the South Building, we have both large bays, the room on the first floor for storage, the mezzanine on the 2<sup>nd</sup> floor to the large bays, and the south side offices on the 3<sup>rd</sup> floor. The police department has the small bay, the mezzanine on the 2<sup>nd</sup> floor to the small bay, and the north side offices on the 3<sup>rd</sup> floor. Common spaces include all bathrooms, the 3<sup>rd</sup> floor conference room, the 3<sup>rd</sup> floor kitchen and copier area, and the 3<sup>rd</sup> floor reception area. Please respect each department's assigned spaces, and do not use spaces not assigned to our department.

Admin continues to work with many different partners on issues such as communications, homeland security, and legislative issues at the state and national levels.





## **Life Safety Division:**

**Division Chief Brian Dimock**

### **Hours Spent per Activity Code for Date Range**

Start Time: 00:00 | End Time: 23:00 | Start Date: 09/01/2019 | End Date: 09/30/2019

ACTIVITY CODE	# OF ITEMS	TIME SPENT	% TOTAL TIME
A - Administration	29	28:50	2.25
AC - Accreditation	1	8:00	0.63
A-Website - Admin Website	5	2:50	0.22
BI - Business Inspection	171	229:00	17.91
C - Construction Inspection	109	130:15	10.19
CC - Customer Complaint	1	0:45	0.06
DE - Daily Entry	9	5:10	0.40
DS - Development Services	225	319:55	25.02
I - Investigations	30	38:45	3.03
M - Meeting	14	18:20	1.43
PE - Public Education	304	176:35	13.81
PE-CPR - Pub Ed CPR Class	2	2:20	0.18
PE-CSI - Pub Ed Car Seat Inspection	6	4:00	0.31
PR - Plan Review (County)	1	0:30	0.04
R - Response	13	45:00	3.52
SE - Special Event	10	31:00	2.42
T - Training	34	127:35	9.98
TO - Time Off	6	45:00	3.52
U - UAV	14	27:45	2.17
V - Vehicle Maintenance	17	12:40	0.99
W - Wellness	9	6:50	0.53
YFIP - Youth Fire Intervention Program Activity	12	17:35	1.38
<b>Totals</b>	<b>1022</b>	<b>1278:40</b>	<b>100%</b>

As indicated above, there were a total of 998 calls for service from the Life Safety Division. This is down almost 10% from last month, and these are calls for a service that the Life Safety Division provides to either the internal or external customer. This reduction, is from the introduction of the new fire prevention officers, the training that is provided to them and the time off that was taken by some of the staff during this month. These calls are answered by the seven full-time and one part-time staff that are assigned to this division.

### **Fire Prevention Bureau -**

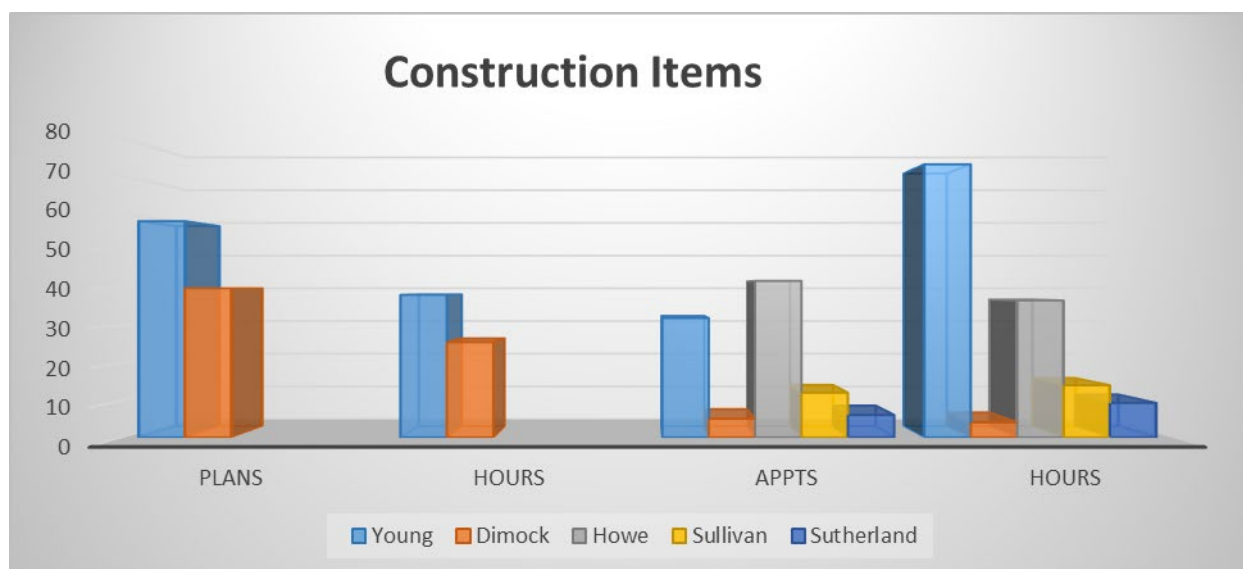
Over 450 hours this month contributed to the development of the Town and district. As seen below, the bureau reviewed 93 plans and inspected 154 construction sites for various reasons. Just over 8 hours this month were dedicated to meeting with either development staff or contractors on non-specific construction items or items that are not yet being built or permitted. The majority of this month has been acclimating our new staff to the variety of work that we do as well as giving them the basic tools that are needed to perform some of the duties that are expected of them.

This month posed its own challenges for the life safety division, especially in the fire prevention bureau. With the hiring of the newest members, we knew that this was going to be a challenge. Trying to get three new people into the bureau in an area that hasn't been fully staffed in over a year and a half was a challenge in and of itself. While all three were internal applicants and

current town employees, they had a large amount of information to digest, and all have been very patient and understanding. We have taken two police officers and a firefighter and put them through UAV flight training, firearms, code enforcement, firefighting, firehouse living and culture.

Sometimes during the course of the month, the Life Safety Division gets involved in some pretty intense things, and this month was no exception. We had a couple of hazardous materials spills (nothing extra big), blasting for development go awry (luckily no one was injured), a couple rogue fire alarm system activations, and an underground storage tank extraction. While this is somewhat out of the ordinary it was fantastic training for the new folks that are just coming into this division.

While all this training was great, we could not allow our other items to fall by the way side. So as seen in the graph below, we were still able to get almost 100 plan reviews completed along with well over 100 construction inspections.



### Existing Business Inspections -

A total of 115 inspections were logged for this month for existing business inspections. These consist of all different types of inspections including hazardous materials assessments, correction notices (immediate hazards that require immediate actions), primary and follow up inspections.

Of these inspections, 11 were correction notices, 61 were follow up inspections, 1 was a hazmat data review, 26 primary inspections, 3 special event inspections, and 5 special inspections. These do not include the construction inspections that are mentioned above.

### Public Education -

As seen in the above graphic, all members of this division are extremely busy fulfilling their obligations in a timely manner. The public educators are not exempt from this busy schedule. During the month of September, there was just over 180 hours that were devoted to nothing but public education.



This involved over 314 entries regarding public education including the 21 events with only eight not requiring the educator to be present. These took a total of 30 hours of time at the actual event with countless hours behind the scenes to ensure that these were adequately planned and ran on schedule. Approximately 859 people were contacted, and it is unknown how many of these were residents of our district.

The one thing that is certain, is that the word of our public education is getting out and the public is loving what we are doing. This includes station tours, splash mobs, other special events that include having not only the firefighters, but the public educators as well to ensure that there is a high level of customer satisfaction. More educational opportunities are being designed and will be out soon.



Thanks to a grant from Walmart, we were able to purchase manikins to aid in Hands Only CPR. Here are some Walmart employees receiving the training.

Other programs that have been in place for a while are being scrutinized to ensure that they are meeting the needs of the community through constant performance improvement actions.

The car seat technicians completed a total of 30 car seat checks this month. Twenty-seven of these were rear-facing, indicating that these were mainly infant car seats.

During the first initial weeks of school, "Healthy Risks" was presented to at least two classes in full day sessions with the assistance of the middle school staff. This should really inspire our youth today to avoid making unhealthy risk choices that may affect their life

### Investigations -

During the month of September, we had several investigations. We are seeing that the weather is drying out and the fuels from the growth that occurred during the wet times are starting to dry and increase the potential for fires to start.

## **Training Division**

Division Chief Oren Bersagel-Briese

### **Division Commentary**

September saw a lot of really good things happening in and around training. Right at the top of the list was the return of live-fire training for the organization. After not doing any live-fire training for several years, we were able to run the entire department through scenarios at our fire training center that focused on fast, proficient, team-based initial arrival strategy and tactics. In order to put on this type of training, we needed a lot of help – and more than 23 different members assisted in the nearly 600 cumulative hours of instruction. We learned a lot from the evolutions, and are looking forward to continuing this valuable training next year.



We also facilitated and participated in the Acting Lieutenant process, where 10 members participated in a written test, a panel interview, and an interview with the Deputy Chief of Operations. This was a departure from previous ALT processes, and was focused on ensuring that our ALTs would be best set up for success while providing a professional development opportunity through the process. Congratulations to everyone that participated in the process, and we are excited to work with our next set of Acting Lieutenants!

Every September 11 sees a large contingent of CRFD members participate in the Denver 9/11 Memorial Stair Climb. This year, we had members helping with the organization of the event, the safety and accountability team during the event, and by participating as climbing teams (thanks, Sue Morgan, for climbing with us!). This is always an extraordinary event to be part of, and we are thankful for the department's commitment to helping put it on each year.

We also wrapped up the reformatting of the First Year Firefighter Task Book. This is the culmination of several months' worth of work – lead by Andy Baudo, Cody Derington, and Nate Peery. We are very thankful for all of their time and effort in making this the best version of the book to date. The task book focuses on the skills and knowledge needed to get our newest members operating independently. Look for this to officially roll out as our members finish the academy.

Among other things this month, we attended the Fire Service Behavioral Health Symposium in Denver, participated in structure collapse training, taught at the academy, Captain Hood became a state proctor for FO1, we attended the badge ceremony, participated in the department's strategic planning workshop, and organized the Mile High Firefighter's Conference. Lieutenant Cameron Nelson continues to work at the fire academy with our new recruits.

In September, crews trained more than 2200 hours on a wide range of topics to stay operationally prepared including PEPP recertification, trauma skills, engine company operations, hose testing, standpipe evolutions, toxicology, vehicle extrication, ground ladders, protocols, mayday refresher, physical training, and much more.



## Project Progress Report

We are currently working on the following projects:

- Updating the department Master Plan
- Fire Training Center grounds improvements
- Updating the department Strategic Plan
- PSTF South Building projects
- Department CTC reboot
- Acting Lieutenant Academy
- Updating the First Year Firefighter Task Book and the after academy orientation class
- Supporting upcoming department level trainings
- Accreditation 5K needs
- Hosting Fire Officer 1 class



Live Fire Training

## **Logistics Division**

**Division Chief Jim Gile**

### **Division Commentary:**

The Logistics Division began operations on 7/15/2019. Currently, the Division consists of DVC Gile and SST Keegan. As the Division moves forward, goals and priorities need to be identified to better and more efficiently serve the members of Castle Rock Fire & Rescue and in turn the members of the communities we protect. To that end, a transition plan has been created and will be used to guide this effort.

An update on a few of the key points of this plan are:

- Get posting for Sr. EVT position out.
  - The posting closed on 8/23/2019. Conditional offer of employment has been offered to 1 of the candidates. He is currently in the background phase with the Bureau.
- Meet with Admin, Operations, Training and Life Safety Bureau to further identify goals and priorities.
  - Have now met with all 3 Battalion's. Will expand meetings out to meet with crews in the near future.
  - Monthly meeting with Chief Martin set up to aid in good communication between Divisions.

### **Projects:**

The Logistics Division is currently working on the following projects:

- PSTC North building. (301 Malibu) on-going
- PSTC South building projects. (304 Malibu) on-going
- FPO truck spec. and build. on-going
- New Medic spec. Complete, letter of intent given to dealer. Unit on order for build. 1 member of spec. team and myself with travel to Osage for pre-con meeting
- Prelim. Work on New Type 6 spec. on-going
- Annual ground ladder testing. (Keegan) complete
- Sr. EVT hiring process. On-going, see above
- Annual NFPA pump testing. ( Units Complete: 155,141, 121, 088, 409) complete
- Spec. and order new trailer to replace current collapse trailer. Colorado Trailers
- Spec. and order replacement vehicle for Unit 94. To be replaced in 2020
- Clean up and organize shop at PSTF for Your Town Academy and BBQ
- Automatic fuel nozzle added to fuel vault at Station 152

### **Trainings Attended or instructed**

- Assist with Live Fire Training, Castle Rock FTC 9/20/2019
- Attend on-line Cyber Security Training (Town) 9/11/2019



## **Accreditation and Emergency Management:**

**Assistant Chief Craig Rollins**

September concluded with the Internal Stakeholder Workshop. The team reviewed the community feedback on service priorities, department expectations, concerns, strengths and weaknesses. The team then worked through a S.W.O.T. (strengths, weaknesses, opportunities, and threats) analysis, identified gaps, and highlighted critical issues facing the Department. At the end of the day, the team identified six potential strategic goals.

- Community Wildfire Protection Plan (continuation from current Strategic Plan)
- Fire Training Center Improvement Plan
- Fire Department Fleet Facility Plan
- Special Operations Management Plan
- Global Technology Review
- Facilities Update Plan

The details for each of these goals are being worked out and are due back for review by October 28<sup>th</sup>.

Work with Intterra continues. Last month, the Executive staff and members of the pre-plan team received training on the tool. We have not determined when we will roll the tool out to the entire department.

Currently, two members are assigned to CFAI Peer Teams. I am serving as a Peer Team Lead trainee for a Department of Defense agency in Oklahoma. Lt. Moore has been assigned to his first site visit as a Peer Assessor Level 2 for a DOD agency in South Carolina.

### **Calls for service:**

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	528		1060		331		754	
Urban	347	66%	660	62%	210	63%	430	57%
Rural	128	24%	268	25%	87	26%	197	26%
Interstate	10	2%	33	3%	10	3%	33	4%
NO FMZ	22	4%	19	2%	4	1%	17	2%
Blank	21	4%	80	8%	20	6%	77	10%
Mutual Aid Calls	50	9%	73	7%	38	11%	67	9%
Aid Received	19	4%	21	2%	15	5%	19	3%
Aid Given	31	6%	52	5%	23	7%	48	6%