

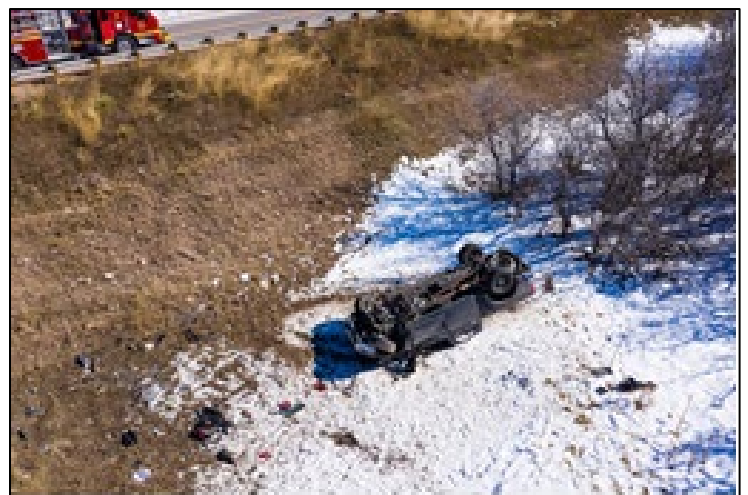
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

November 2019 Monthly Report

Department News: Below are pictures of a trailer fire and a motor vehicle crash, which were among our many calls in November.



Operations Division:
Deputy Chief Rich Martin

Customer Service:

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

Of the 27 customer survey cards rating service in November, 26 were of the highest overall rating of 5. One had a rating of 4. Some of the comments received read; *"We are so fortunate to have such dedicated people in our town. Thanks to all of you for your service. We continue to pray for your safety."* Another read; *"They always do a super job when coming to Bonaventure. Couldn't ask for more. Especially appreciated how they explained my situation to the hospital staff."*

Call Statistics:

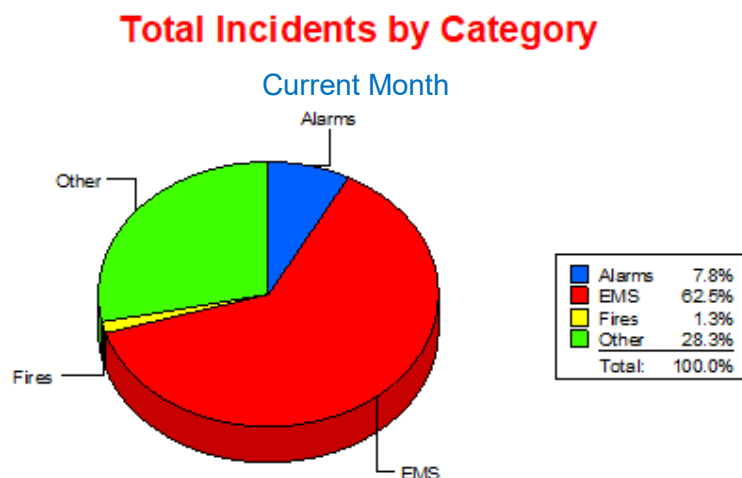
For the month of November, we responded to 483 calls for service. Last year at this time, we responded to 480 calls. This places our year to date calls at 5,388, which is an increase of 264 calls or .95% from last year.

Of the 483 calls for service in November, 303 of the calls were for EMS. We had 274 patient contacts and transported 207 patients. This time last year, we had 201 transports.

Fire Calls:

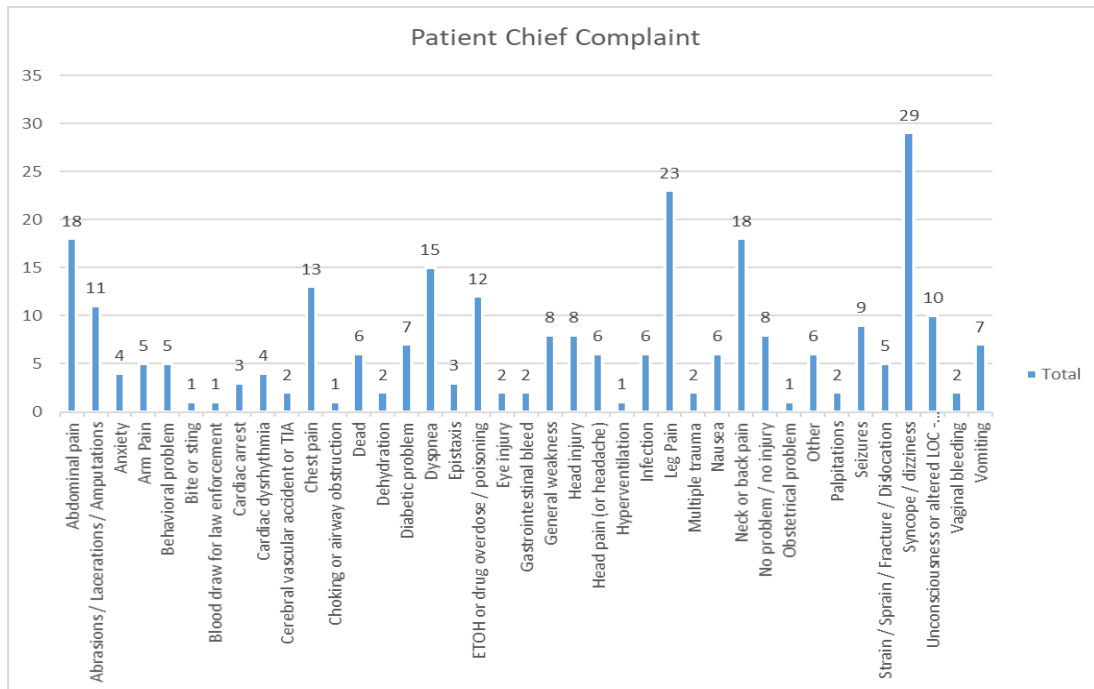
During the month of November, we ran 7 fire calls compared to 6 in November 2018. We had 32 alarm calls, which is 2 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in November were for syncope/dizziness with 29 patients. The second most common call type was for leg pain with 23 patients.



Measurable Outcomes:

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

November 2019...100% October 2019...99.69%

Monthly alerts called by crews and follow-up

Cardiac Alerts 6 Transported to appropriate facility **100%**

Trauma Alerts 2 Transported to appropriate facility **100%**

Stroke Alerts 6 Transported to appropriate facility **100%**

Sepsis Alerts 5 Transported to appropriate facility **100%**

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

Significant Incidents:

- **C Shift:** On November 14th, Engine 154, Quint 151, Medic 154, Battalion 151 and Bureau 152 responded to a reported car fire in the area of Meadows Boulevard and Future Street. Crews arrived to find a fully involved passenger vehicle fire. The vehicle was involved in a crash with another vehicle and then caught fire. All occupants exited the vehicle before the fire and were treated for injuries related to the crash. Crews worked with Castle Rock Police and Town of Castle Rock Water Department to mitigate the emergency.
- On November 14th, Engine 152, Engine 153, Squad 154, Medic 154, Division Chief 151, Bureau 152 and Battalion 151 responded to a reported dog needing rescue at the Plum Creek

Golf Course pond. Crews arrived to find one dog in the water and the owner on the shore. Crews entered the water and rescued the dog that was determined to have succumbed to the cold water and drowned. The owner was assisted with getting the dog to his home.

- On November 15th, Quint 151, Medic 151, Squad 154, Division Chief 151, Battalion 151 and Bureau 152 responded to the Ridgeline Open Space area for a reported party in cardiac arrest. Crews hiked into the patient bringing needed equipment with them. Crews treated the patient on scene and worked with medical control to determine that life saving measures would not continue. Crews worked with Castle Rock Police to turn over the scene and provide guidance on access to the location.

Deputy Chief Commentary:

A slight increase in call volume of about one percent continues to trend over last year.

Firefighters Compton, Murphy, and Spronk continue to progress in paramedic school, and are doing well. FF Spronk passed her class final and completed her 500-hour internship with West Metro Fire. FF Murphy and FF Compton will complete the classroom portion of the program in December and will be starting clinical rotations in the near future.

Lt. Nelson is completing his duties as an instructor at West Metro's Academy with our four new recruits. Our recruits have also successfully completed both their final and practical exams. They will now be starting our orientation and will be assigned to their shift the week of December 22nd.

The Request for Proposal on our ambulance billing was awarded to EMS Billing Solutions, which is our current provider. We will be working on the agreement and have it completed soon.

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 for our EMS Improvement Plan.

I was elected as the at-large member of the Denver Metro Fire Chiefs. This will be effective on January 1, 2020.



Our new recruits with Lt. Nelson and FF Reed during family night

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

We continue to monitor our year-end budget estimates, and as it stands now, we look to end the year about 1% under budget. Our OT expenditures for October increased, again, above our estimates, so we have suspended all non-essential purchases until 2020. While we will still intend to purchase previously approved items, we may have to suspend some these as well based on November's budget report. We will continue to closely monitor our OT costs, and we will make additional budget adjustments as necessary if it appears that we will exceed our total budget.

The current IAFC President, Chief Gary Ludwig, initiated a campaign this year titled "If you don't feel well, don't make it your farewell", which is focused on fire and EMS members who leave work sick, and then end up dying at home. While the specifics are still being developed, I have decided that we will go ahead and move forward with this program in a very basic manner to start. Quite simply, if a member is at work, feels ill, and wants to go home, they need to be checked by a paramedic prior to leaving. The check should include a basic patient assessment as well as, at a minimum, a 3 lead EKG. If needed, a 12-lead can be run, too, to confirm that there are no cardiac issues. Once the assessment is complete and if there are no significant abnormal findings, the member can be released to go home with the understanding that we will follow-up with them. If an issue is found, then we will treat it accordingly. As the IAFC program develops, we will look at incorporating it into our Health and Wellness program. This is just another step in the overall process to ensure everyone goes home.

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 2nd floor to the large bays, and the south side offices on the 3rd floor. The police department has the small bay, the mezzanine on the 2nd floor to the small bay, and the north side offices on the 3rd floor. Common spaces include all bathrooms, the 3rd floor conference room, the 3rd floor kitchen and copier area, and the 3rd floor reception area. Please respect each department's assigned spaces, and do not use spaces not assigned to our department.

Additional training was done on 1st Amendment Auditors last month. As a result of information obtained from these trainings and in an effort to better secure the stations, Division Chief Gile acquired "Authorized Personnel Only" stickers to be placed on non-key carded doors typically from the bays into some other room or the living quarters. He has been installing these as he can, but the key to enforcement is that the doors need to be closed. If these doors are open, 1st Amendment Auditors may challenge you because it was unsecured. So, please make sure you keep these doors closed. In the event you encounter one of these individuals, please treat them nicely, try and accommodate their requests if possible, and let Chief Martin or me know the details to include time, date, place, and what was requested. Remember, they can show up anywhere, to include stations, the PSTF/FTC, or on scenes of calls.

Starlighting 2019 was another success this year, and I thank everyone who contributed to this success. We received lots of positive feedback, we had no significant issues, the chili supper sold out, and the Star was lit on schedule. Great job by all!



Preparing for the fireworks

On top of the rock



Spectacular fireworks

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: 11/01/2019 | End Date: 11/30/2019

ACTIVITY CODE	# OF ITEMS	TIME SPENT	% TOTAL TIME
A - Administration	23	9:00	0.84
A-Website - Admin Website	1	2:15	0.21
BI - Business Inspection	162	150:45	14.04
C - Construction Inspection	159	175:07	16.31
CC - Customer Complaint	3	2:00	0.19
CI - Customer Inquiry	2	0:55	0.09
DE - Daily Entry	6	1:20	0.12
DS - Development Services	272	317:45	29.60
HMBI - Hazmat Business Inspection	4	2:15	0.21
HMD - Hazmat Data Review / Validation	1	2:00	0.19
HMPBI - Hazmat / Primary Inspection	1	0:30	0.05
I - INV - I - Investigation Inventory	1	0:30	0.05
I - Investigations	14	23:15	2.17
LE - Law Enforcement	1	1:00	0.09
M - Meeting	5	5:40	0.53
PE - Public Education	116	77:20	7.20
PE-CPR - Pub Ed CPR Class	10	5:15	0.49
PE-CSI - Pub Ed Car Seat Inspection	9	4:05	0.38
PR - Plan Review (County)	8	8:45	0.81
R - Response	17	29:26	2.74
SE - Special Event	15	33:00	3.07
T - Training	10	9:00	0.84
TO - Time Off	23	171:30	15.97
U - UAV	8	14:00	1.30
V - Vehicle Maintenance	11	5:55	0.55
W - Wellness	4	5:45	0.54
YFIP - Youth Fire Intervention Program Activity	11	15:20	1.43
Totals	897	1073:38	100%

As indicated above there were a total of approximately 874 calls for service from the Life Safety Division (items that are not calls for service have been removed from the total). This is down almost 61% from last month. These are calls for a service that the Life Safety Division provides to either the internal or external customer. This decrease is attributed to the fact that this division was down two team members for over half of the month, therefore the majority of the work was being completed by three full-time and one part-time employee.

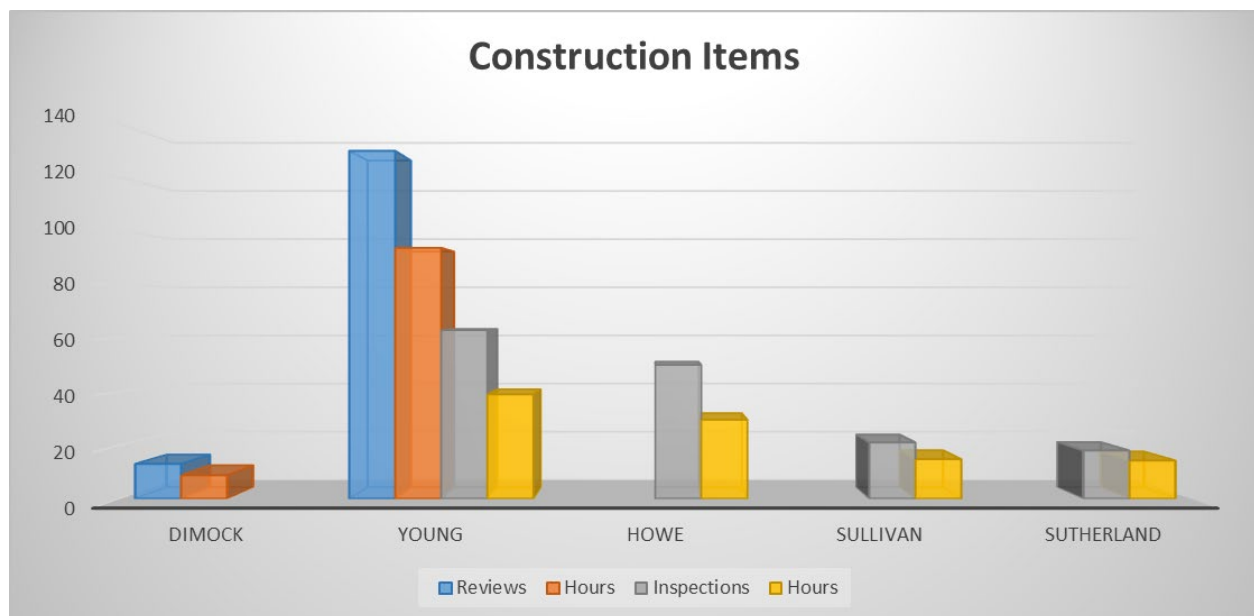
There was an increase this month in Youth Firesetter Interventionalist due to a couple of items, one of which is that two of the program facilitators are renewing their certifications this month, and we have also had a slight increase in youth firesetting activity.

We are also seeing an increase in special event calls for service, as this time of year we have quite a few events and the FPO's are looking at all of them to gather further information as to what events need to have inspections or evaluations completed on them.

As the Division Chief of this Division, I would like to publicly show my appreciation of my staff for the job that they have been doing while being so short-staffed. They have met the deadlines that were set, while also taking on a plethora of other items that are normally handled by others, and they did this without any delays or excuses to anyone. They worked diligently to ensure that their work was being completed as well as the work of the other team mates. I am very proud to have a team like this.

Fire Prevention Bureau –

Over 492.5 hours this month contributed to development within the Town and district. As seen below, the bureau reviewed 143 plans, and inspected 152 construction sites for various reasons. Several 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 shift fire prevention officers are able to drive to sites, and be on-site throughout the day, due to not having to be done by the end of normal business hours. This has allowed us to complete site visits and control issues that we couldn't prior. We did not see any slow down in development or construction this month.



Over 17 calls for service were recorded just for response to a request from the operations division to assist with a call from the life safety division. This is an increase over last month and it is only suspected to increase as this type of service assists the internal customer to provide superior customer service to the external customer.

Existing Business Inspections -

A total of 111 inspections were logged for this month for existing business inspections. These consist of different types of inspections including hazardous materials assessments, correction notices (immediate hazards that require immediate actions), primary and follow up inspections.

Of these inspections, 35 were correction notices, 41 were follow up inspections, 6 were hazmat inspections, 14 primary inspections, 8 special event inspections, and 7 special inspections to mention a few. These do not include the construction inspections that are mentioned above.

Public Education –

During the month of November, there were approximately 78 hours that was devoted to nothing but public education. This involved just over 112 entries regarding public education including the 19 events with only five that the educator was not present. These took approximately 50 hours of time at the actual event with countless hours behind the scenes to ensure these were adequately planned and run on schedule. Approximately 941 people were contacted, resulting in about a 50% decrease over the previous month, which was fire prevention month. It is unknown how many of these were residents of the Town.

The car seat technicians completed 32 car seat installations this month. Twenty-three of these were rear facing, indicating that these were mainly infant car seats.

Our largest event this month was an 8th grade career fair at the Douglas County Event Center. There were also several large events that involved school visits. As you can see, this section of the Life Safety Division is busy as well ensuring we are offering education that is useful and timely.

Investigations –

During the month of November, we had several investigations.

As noted above, we had some items that were brought to the attention of the investigators while on shift. This again is another advantage to having them on shift to handle issues immediately without having to wait for the on-call investigator to arrive.

We had a few investigations this month that involved youths, however, these were follow up investigations from previous months.

Unmanned Aerial Vehicles (UAV) –

One thing that has not been mentioned in earlier versions of the monthly report is about the department UAV team.

This consists of the Fire Marshal, Deputy Fire Marshal, and the three shift Fire Prevention Officers.

They are consistently training on improving their proficiency in flight, not only in regular flight but also in night flight, close quarters flight, and flight to document residential building sites. They work with the Castle Rock Police Department for accident documentation, and/or search and rescue flights. Everyday there are new ideas for what these incredible vehicles can do and how they should be doing it.



Training Division:

Division Chief Oren Bersagel-Briese



Division Commentary

November featured the department's annual mayday and get-out-alive training. This training focuses on ensuring our members are prepared in the event that they experience a situation that required immediate live-saving skills. Crews practiced maneuvering through confined spaces with their gear on, using ladders to bail out of second floor windows, buddy-breathing, and working through an entanglement prop. Lt. Jay Allen led the training, and we are thankful for his time and energy in providing this valuable training to the department.

The Acting Lieutenant Academy wrapped up with some more great sessions. In addition to the classes described last month, we were able to deliver training on culture, ego, difficult conversations, and leadership. We were honored to host Rand Clark with the Douglas County Department of Community Development for his presentation on transformational or holistic leadership. These sessions were very well received and we are hopeful to bring this type of training department-wide.

The recruit academy entered its final stages, and Lt. Cameron Nelson continues to work hard to ensure our newest members will be ready to go. At the end of the month, the recruits had their field days, which are set up to resemble an actual day in a firehouse...rig checks, training, cooking, and most importantly, calls! They 'responded' to simulated incidents all around the fire training center including medical emergencies, vehicle crashes, and residential and commercial structure fires. The department was able to support these days by sending up a reserve engine with two people to help guide our recruits using our equipment.

The Fire Training Center also experienced some significant changes in November. We were able to work with Facilities to move the storage units to the north side of the property, and to construct a weather shelter on the south side of the property. These changes are a better use of the land, and we will be progressing with additional improvements as able. This work and these improvements would not be possible without the extensive efforts by a number of people, especially Engineer Brad Shefsick and Firefighter Shawn McWhorter.

Among other things this month, we attended the regional hazmat team meeting, started planning for 2020, taught several courses for the ALT academy, participated in EMS and fire trainings, hosted fire training for crews, attended the academy field days, went to the banquet team meeting, participated in Leadership Douglas County, taught at the recruit academy, and supported the recruits at the WMFR academy.

In November, crews trained more than 1,523 hours on a wide range of topics to stay operationally prepared including engine company operations, ground ladders, medical legal issues, mayday skills, get-out-alive drills, cardiac emergencies, driver operator aerial, EKG rhythm readouts, wildland strategy and tactics, professional development, ice rescue, fire instructor, 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
- SOG reviews
- 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



Get out alive/mayday training



Logistics Division

Division Chief Jim Gile

Division Commentary:

The Logistics Division began operations on 7/15/2019. Currently, the Division consists of Division Chief Gile, Support Services Technician Keegan and Ben Jennings, Sr. Emergency Vehicle Technician.

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, truck is here and has been up-fitted at Avtech. Topper, slide out and drawers all installed. Did a show at tell for Bureau to familiarize them with truck. Unit will go back to Avtech for some missed and non-operational stuff before going in service.
- New Medic spec. Letter of intent given to dealer. Unit on order for build. Received call from Osage. They want to move our build up to January. Discuss with Chief Croom and get approval to travel for pre-construction meeting. Travel group will be FF/Rafferty and DVC Gile. Travel dates: Dec 9-10, 2019. Group will then travel for a final inspection before taking delivery.
- Prelim. Work on New Type 6 spec. has been completed for the most part and approved. Pricing has been received and a letter of intent for (2) Type VI Brush engines has been given to Boise Mobile. The new trucks will be twins to the current Brush 154. The intent is to take delivery of (1) Type VI in 4Q 2020 and the second in 1Q 2021.
- Station 154 exterior remodel project: the siding and paint project is nearing completion. There is a small punch list of repairs that Scott Smith from facilities is working on with contractor, including finish flashing to top of bay doors, coax cable hanging out of trim on back side of station, freshen up the station sign out front, and some electrical switch gear for the generator
- Spec. and order new trailer to replace current collapse trailer. Trailer is in at Colorado Trailers, check request has gone to Finance. New 24ft. trailer received. Decals complete through Artworks and unit received back. On-board generator has been purchased. Will begin up fitting as Paratech order comes in.
- Spec. and order replacement vehicle for Unit 94. To be replaced in 2020. The unit is on order; will work with Avtech on up-fitting package.
- PSTF North OAC meetings (every Monday)
 - North building has seen some movement over the last few weeks. Structural steel building has been delivered; lot fill, compaction and grading have been done. Footing and stem walls have been poured, back fill and compaction has been started on exterior and interior, preliminary plumbing work has begun. On 9/30 it was found that the forming and footer grade was 1ft off. Forms were taken down and footings were dug to be correct grade. Forms and rebar are going back in at this time. The building went vertical with steel placement in November. Please be aware of the construction traffic when at the FTC.

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

This month started with a Commission on Fire Accreditation International (CFAI) peer team site visit to an Air Force Base in Oklahoma. While there were a few challenges, the team provided the agency with 12 recommendations for continued improvement and has a recommendation to the Commission for an accredited status. The next step is the commission hearing at Excellence Conference this March, sponsored by the Center for Public Safety Excellence (CPSE).

Work with Intterra continues, there are still a few lingering items on the SitStat Monitor & Analysis modules we want cleared up before we do a full roll-out, mainly the addition of a shift filter so that members can filter and sort based on their fire station, company and shift. Current expectation is that we will be rolling this out to all members in January.

We also worked closely with Castle Rock Police, Public Work, Parks and Recreation, and the Castle Rock Chamber of Commerce in the development and implementation of the 2019 Starlighting incident action plan (IAP). The night of the event, members of each agency staffed an incident command post to ensure a common operating picture, coordinate event activities, and provide immediate response should an unforeseen incident occur. Thankfully, the event went relatively smoothly with only a few lost parents, all of which were quickly reunited with their children.

The draft of the 2020 – 2024 Community Driven Strategic Plan is in review, and we hope to present it to the internal stakeholders group in early December.

Calls for service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	453		1177		348		814	
Urban	359	79%	718	61%	218	63%	465	57%
Rural	11	2%	239	20%	79	23%	155	19%
Interstate	26	6%	103	9%	25	7%	99	12%
NO FMZ	29	6%	21	2%	4	1%	15	2%
Blank	28	6%	96	8%	22	6%	80	10%
Mutual Aid Calls	68	15%	166	14%	52	15%	93	11%
Aid Received	35	8%	54	5%	29	8%	45	6%
Aid Given	33	7%	112	10%	23	7%	48	6%