

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

January 2020 Monthly Report

Department News: Below are pictures of our annual ice rescue training. We focused on animal rescue as well as submerged under ice victims. We used the UAV (Unmanned Aerial Vehicle), as an additional training aid, as it has the ability to see through the ice.



Operations Division:
Deputy Chief Rich Martin

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
January 2020...100%

Of the 31 customer survey cards in January, 30 were of the highest overall rating of 5. One had a rating of 4. Some of the comments received read; *“Everyone was calm, took time to explain things, a sense of humor & gentle. Thank you!”* Another read; *“Thank you all so much for taking care of our little girl and advising me to have her checked out at the hospital.”* Another read; *“Kevin was the very finest paramedic ever who took the lead for my care. And even followed up with me several hours later while in ER at CR Adventists Hospital waiting for test results on 12/25/19. He’s a “10”!!*

Call Statistics:

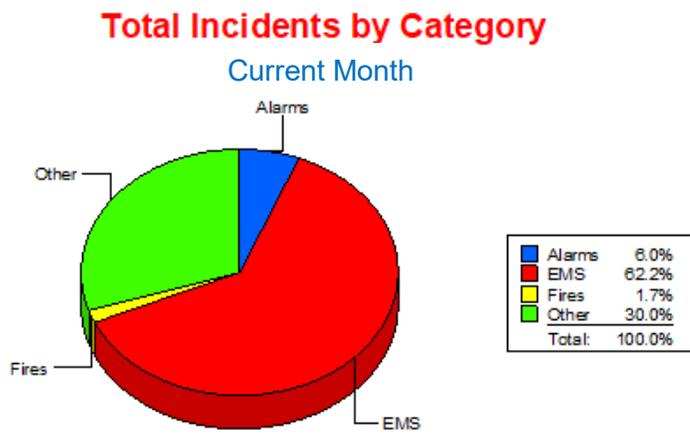
For the month of January, we responded to 463 calls for service. Last year at this time, we responded to 509 calls. This places our year to date calls at 463, which is 46 less calls or -9.1% from last year.

Of the 463 calls for service in January, 288 of the calls were for EMS. We had 267 patient contacts and transported 208 patients. This time last year, we had 248 transports. Average calls per day for the month were 14.9.

Fire Calls:

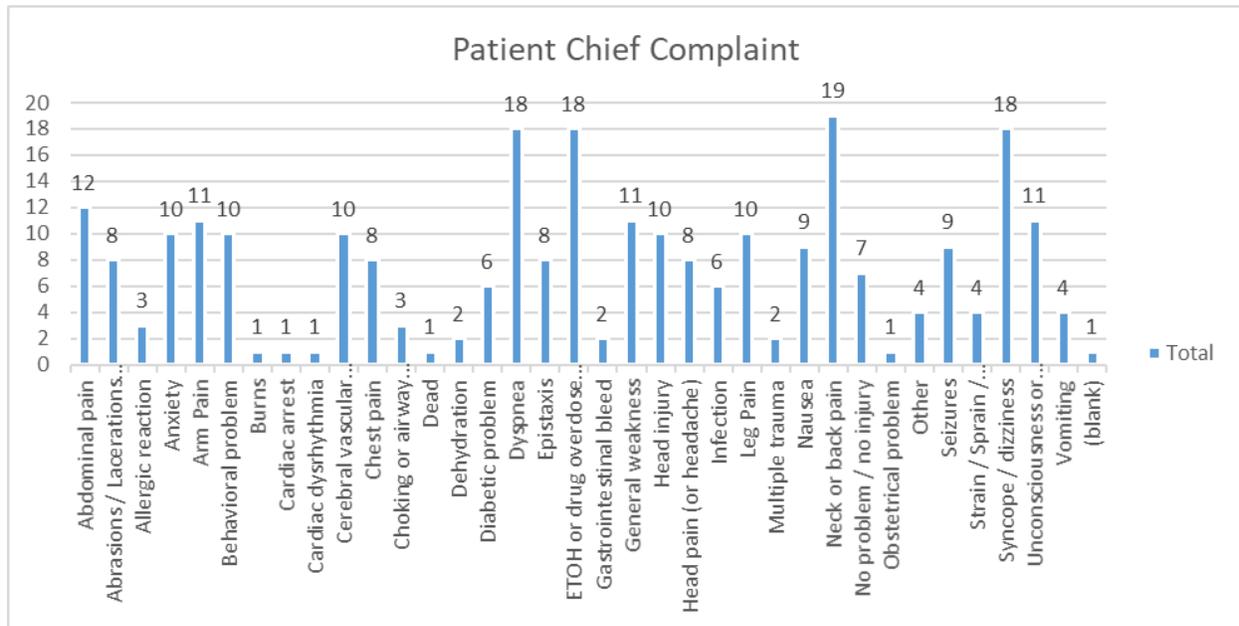
During the month of January, we ran 8 fire calls compared to 2 in January 2019. We had 28 alarm calls, which is 6 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in January were for neck or back pain with 19 patients. The second most common call type was for alcohol or drug overdose, syncope/dizziness, and dyspnea/trouble breathing with 18 patients each.



Measurable Outcomes:

Monthly alerts called by crews and follow-up

Cardiac Alerts **1** Transported to appropriate facility **100%**

Trauma Alerts **1** Transported to appropriate facility **100%**

Stroke Alerts **8** Transported to appropriate facility **100%**

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

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

Significant Incidents:

- **A Shift:** On January 31st, units were dispatched to a residential structure fire in the Founders subdivision. First arriving units found a residence with fire in the rear patio area. Fire was contained to the exterior with minor extension to the interior of the residence. Loss was stopped quickly. Situation is under investigation. No injuries to personnel or civilians were reported.
- **C Shift:** On January 14th, Engine154, Medic 154, Quint 151, Medic 151, Quint 155, Engine 39, Battalion 151, Division Chief 151, Chief 154 and Bureau 151 responded to Dinosaur Street for a reported residential structure fire. Crews found an area on the front of the house near the garage on fire. Crews extinguished the fire and searched the building finding it empty. No civilian or firefighter injuries occurred. The cause of the fire is undetermined.

Deputy Chief Commentary:

In overall statistics at the beginning of the report, I have added our average calls per day. We have citizens and guests ask on a regular basis, so I felt this would be a good reference for everyone

We had an overall decrease in call volume of approximately nine percent from last January. This is just one month of data, so it is difficult to analyze any trends at this time. In conversations with some of our neighboring agencies, they have also had a decrease in call volume this past month.

FFP Wendy Spronk successfully completed her department preceptorship and is now cleared to function independently as a paramedic. Congratulations Wendy!

Firefighters Compton and Murphy continue to progress in paramedic school and have started their field internships. Both have been assigned to Westminster Fire Department for this portion of their program.

Firefighters Hoekstra, Malone, Morey, and Prosch are continuing to progress through their station rotations and task books.

Firefighter Chris Dudley, Firefighter Nate Peery, and FFP Lindsey Schmidt, successfully completed the Peer Support Class to ensure that we now have two members assigned to each shift. Debbie Stanley and FFP Cliff Fitch also completed the Advanced Peer Support Class. Congratulations to all of you!

We continue to work with Legal on the EMS billing agreement.

We are continuing to focus on all of our EMS alerts, (Cardiac, Sepsis, Stroke and Trauma) from initial contact through transport to the appropriate facility, hospitalization, and ultimately discharge from a health care facility. This is achieving one of our accreditation recommendation goals for our EMS Improvement Plan. We are starting to gather more data now from the receiving facilities.

Annual physicals and mental health visits have been completed by everyone on the department. We will begin to schedule them in October for this year. Members have also begun their annual physical fitness test for this year. These will be completed by April 1st.

Our annual awards banquet was held January 18th. Congratulations to all those receiving awards!



CRFD Honor Guard and Pipes and Drums



One of the many groups of award recipients

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

As we ended 2019, we knew that our OT expenditures accounted for a significant portion of unbudgeted expenditures. Based on the preliminary year-end report from Finance, we appear to have ended the year with about 3% to spare. We are still closing out 2019, and our final numbers won't be available until sometime in late February when we'll get our bottom dollar. Regardless, we stayed within our total overall budget, and I appreciate the efforts of all of the divisions to ensure we did not exceed our appropriated budget.

The annual awards ceremony was held last month, and a number of our members were recognized with a variety of awards. As I stated at the ceremony, if you need additional ribbon bars or numbers to go on your ribbons, please see the Logistics Division to obtain these items. Also, if you have previously received a Clinical Save Award, we are now awarding ribbons for that as well, so please see Logistics for your ribbon. Congratulations again to all of the award recipients!

The 2020-2024 Strategic Plan was approved by Town Council last month by a unanimous vote. We can now begin working on the six goals in the plan and report out as we move forward. Thank you to all who participated in the development of this plan, and especially to Chief Rollins for pulling this all together!

Fire Chief Commentary:

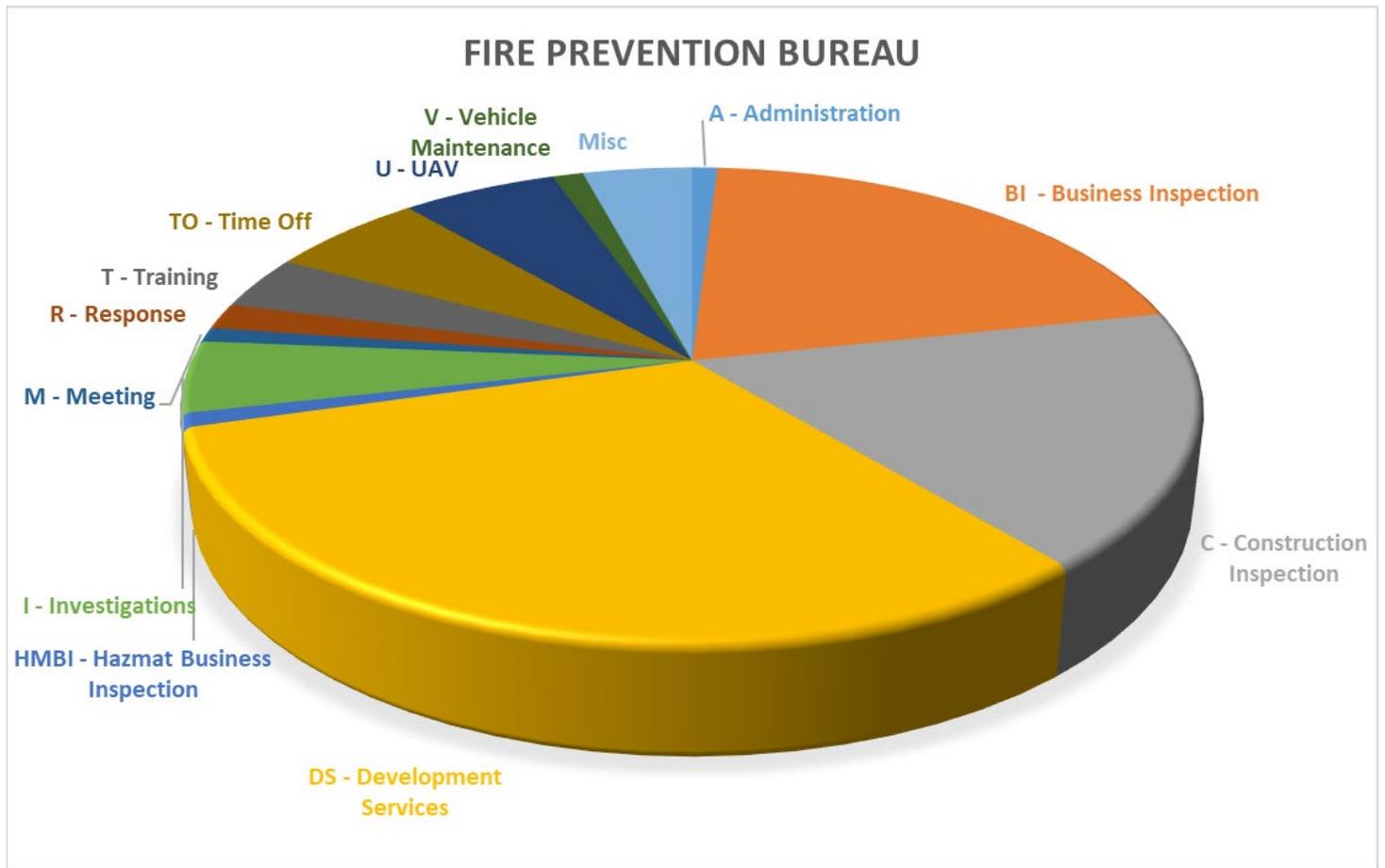
As a standard reminder about space at the South Building, we have both large bays, the room on the first floor for storage, the mezzanine on the 2nd floor to the large bays, and the south side offices on the 3rd floor. The police department has the small bay, the mezzanine on the 2nd floor to the small 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.

We completed some modifications to the response plans last month after we found an issue with Bureau responses. We previously had Bureau 159 written into the plans so that the on call bureau would be dispatched to calls. With the addition of Bureau 152, we have now changed those plans to put Bureau 152 in the plan backed up by any other bureau unit (typically Bureau 159). This should alleviate any dispatching issues, but if you encounter others, please let me know.

Some other things being worked on for the next couple of months include the beginning of the 2021 Budget season, the completion of the PSTF North building, continued work on our SOGs and revisions, and ordering of our vehicles scheduled for replacement this year. There is a lot going on, so we will do our best to keep you informed.

Life Safety Division:

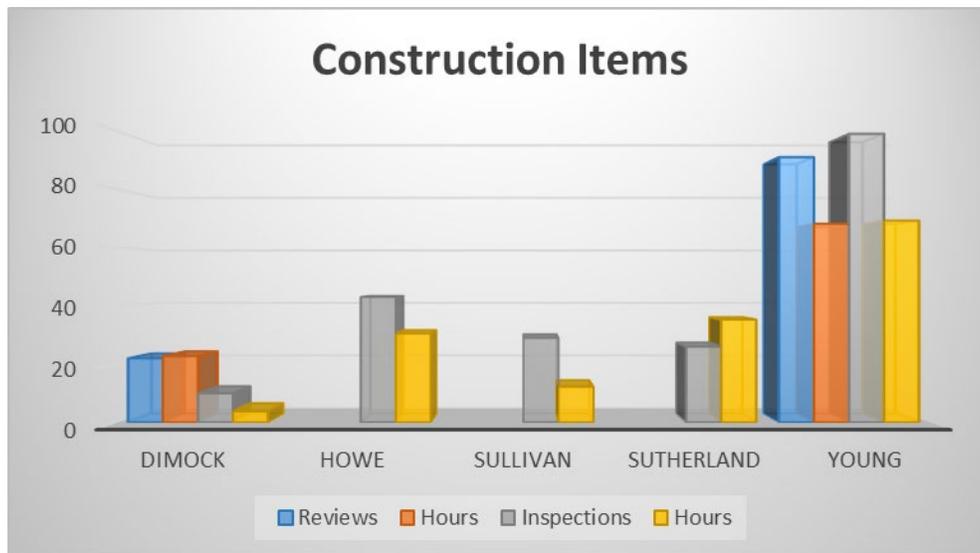
Division Chief Brian Dimock



During the month of January, there were 966 calls for a particular service that the Life Safety Division provides to both internal or external customers. While there were 31 days in the month, there was an average of 31 calls for service in each of those days. The Life Safety Division, much like the Operations Division, works seven days a week.

Fire Prevention Bureau –

Over 488 hours were logged this month directly tied to the development within the Town and district. While over 90 hours were consumed completing a total of 113 plan reviews, the majority were completed by one person. This is a 30% decrease in reviews, however, this may be attributed to the fact that some contractors were taking advantage of still being able to submit plans under the 2012 code rulings. Any plans submitted after January 1st are reviewed using the adopted 2018 codes. As for construction inspections, we saw a 44% reduction in inspection requests resulting in 207 construction inspections being completed. Currently in the Bureau, there are two plans reviewers and five construction inspectors, however, only two of those inspectors can inspect state projects. Of the 488 hours logged for development services, 151 of those were consumed completing construction inspections.



Existing Business Inspections -

A total of 164 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. While the graph above depicts construction inspections, these are separate from the existing business inspections.

Of these inspections, 10 were correction notices, 62 were follow up inspections, 4 were hazmat inspections, 72 were primary inspections, and no special event inspections this month. These do not include the construction inspections that are mentioned above.

Investigations –

During the month of January, we had a very slight increase in fire activity. It is unknown as to the reason for the increase however slight.

Thirteen calls for service were recorded for responses either to a request from the operations division to assist with a call or directly from dispatch to the Life Safety Division. Some of the calls for service include brush fire, commercial fire alarms, a lost person, a structure fire, a couple of fuel leaks, a hazardous materials call and an assist to a law enforcement agency trying to apprehend a robbery suspect.

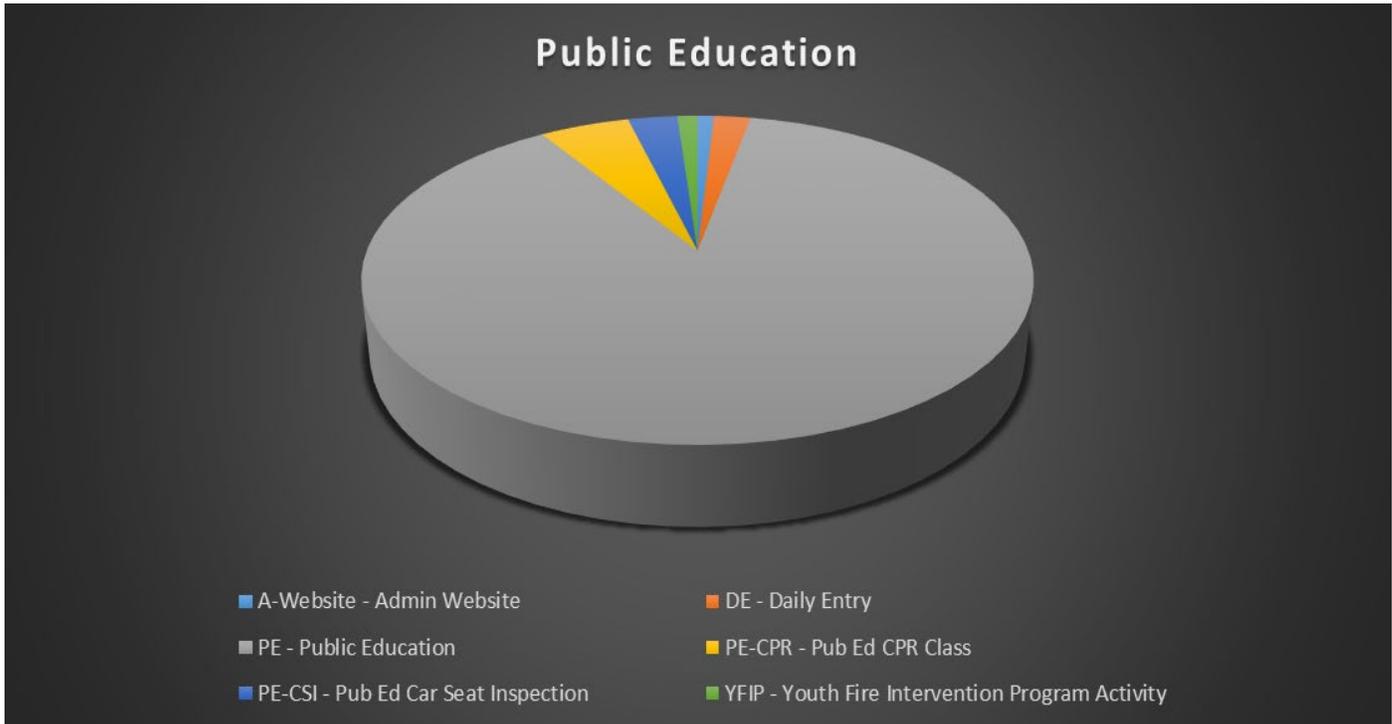
As seen above, we had some items that were brought to the attention of the investigators while on shift. This is another advantage to having them on shift to handle issues immediately without having to wait for the on-call investigator to arrive.

Public Education –

During the month of January, there were approximately 76 hours that were devoted to nothing but public education. There were a total of nine events that took place this month.

These took approximately 11.25 hours of time at the actual event with countless hours behind the scenes to ensure these were adequately planned and run on schedule. Approximately 117 people were contacted, resulting in about a 70% decrease over the previous month. Currently, we have no tracking mechanism to determine the number of participants and the reason or mechanism as to why there is a decrease or increase in participants. It could possibly be due to the holidays and the new year. It is also unknown how many of these were residents of the Town.

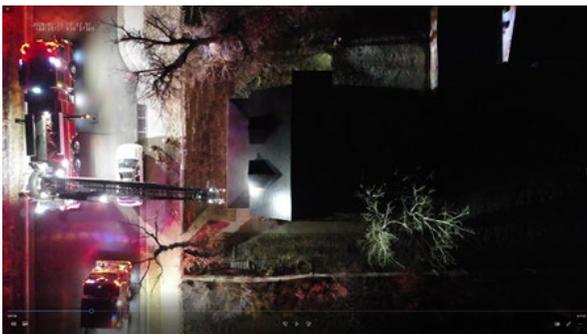
The car seat technicians completed 30 car seat installations this month. Twenty-six of these were rear-facing, indicating that these were mainly infant car seats.



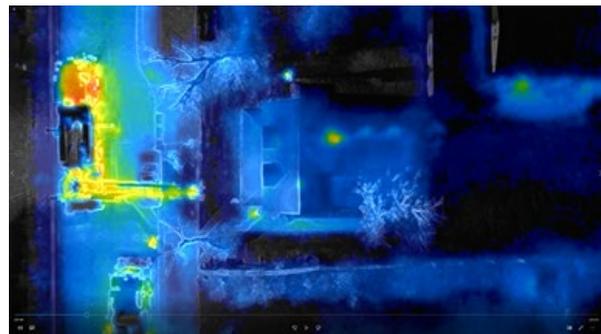
Unmanned Aerial Vehicles (UAV) –

The team attempts to consistently and constantly train with these tools to ensure that we have safe flights and great information for on duty crews.

This month, a total of 241,950 feet were flown by four of the pilots, with a total time of 668 minutes or 11 hours and 8 minutes. This included ice rescue training, response to emergency calls, and documentation of construction sites and inspection processes.



This is an aerial photo during a fire at night



Using the infrared camera on the UAV

Training Division:

Division Chief Oren Bersagel-Briese



Division Commentary

In January, we were able to focus the division efforts on planning projects and trainings for the upcoming year. As part of that, we worked through the final steps of the implementation process of the SimsUShare training program. This program will allow the department to regain consistency in our initial incident radio communications. Initial trainings with the shifts will be held in February. This month also featured our annual ice rescue training, and we would like to thank Engineer Todd Lewis for his leadership in the delivery of the training.

Also in January, we began planning for a video creation project that we are excited about. This project will allow the department to have a shared language of fundamental fire ground tactics, and will hopefully put everyone on a similar set of expectations. The intent is to give a consistent methodology for accomplishing critical fire ground needs across all crews and shifts. We are planning and prioritizing the videos, and look to start making them in February.

Among other things this month, we attended ICS300 training at the Winter Wildfire Academy, participated in the ice rescue training, met with a vendor about fire training center improvements, the CRPD new officer swearing-in, continued planning for the upcoming Fire Officer 1 course, assisted with the annual department banquet, participated in Leadership Douglas County, met with the SMFR training division, hosted several sessions of company level training, and participated as part of the CRFD team for the annual Rumble at the Rock charity basketball tournament.

In January, crews trained more than 2502 hours on a wide range of topics to stay operationally prepared including rope rescue, state trauma guidelines, cardiology, fire officer JPRs, hazardous materials, EMS protocols, engine company operations, ice rescue, wildland refresher, aerial master stream operations, EMS documentation, physical training, and much more.

Project Progress Report

We are currently working on the following projects:

- Updating the department Master Plan
- Updating the department Strategic Plan
- PSTF South Building projects
- SOG reviews
- Video project
- Supporting upcoming department level trainings
- Accreditation 5K needs
- Hosting Fire Officer 1 class
- Department SimsUShare training



multi-company evolutions



multi-company evolutions



multi-company evolutions



multi-company evolutions



the CRFD Rumble and the Rock team



photo with one of our Rumble at the Rock opponents

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

Logistics Division:
Division Chief Jim Gile



Division Commentary:

The Logistics Division moved into the new year with several projects carried over from 2019, as well as new projects for the new year. One of the current projects the division is working on is the roll out of new department ball caps and t-shirts. Lt. Gallegos was instrumental in the redesign and approval of the new shirt back and the CRF scramble on the ball caps. We also have gone with a new vendor for the screen printing and embroidery. Shirts and hats have all been rolled out to the crews. Other projects include 2020 mattress replacement, fuel vault at Station 155, new medic, new brush truck and such.

PSTC North building build is on-going. Insulation and roof have gone on, although the building is not dried in at this point. Weather has been an issue over the past few weeks with either cold and snow or high winds being barriers to getting exterior work done. On the interior, framing, electrical and plumbing have all started. The contractor is still projecting late March for completion at this point.

SST Keegan with the new fit test machine the department purchased last year performed fit testing on all members. In addition, with the help of DCSO radio techs all 800 Mhz. radios were reprogrammed with new voice announcements and the proper decryption for us to again hear CRPD. Sr. EVT Jennings continues to work through the preventative maintenance services and daily write-ups on all of our apparatus.

Division Chief Gile continues to be involved weekly with the PSTC North building as well as facilities and IT issues with the department buildings and equipment. As everyone is aware after a New World update was pushed by Douglas County, we experienced global issues with our Mobile Dispatch Computers (MDC). Chief Croom, Matt Coert and I continue to work toward solutions for these issues. Please be patient, we will get this rolled out to all MDCs as soon as possible. This will also include update to windows 10 on the MDCs.

CRFD uses the HAAS alerting system. It is a system that will alert drivers of emergency vehicles in the area. For the month of December, there were 3,422 drivers alerted. Since we implemented the system, there have been 47,783 drivers alerted. CRFD was the first fire department in Colorado to use the system.

Projects:

The Logistics Division is currently working on the following projects:

- PSTF South building projects
- PSTF North building project
- Updates to Faster Web
- FTC updates with Training Division
- Master plan update
- 2020 mattress replacement
- New Type VI spec. and contract
- New Medic Build

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

Last month, Town council unanimously adopted the 2020 – 2024 Strategic Plan. The new plan will be available shortly on our website at <http://crgov.com/1871/Strategic-Documents>. Thanks to everyone that dedicated his or her time and effort in the development of the plan. We now need to move forward and begin work on the six strategic goals.

Fire Training Center Update	Fleet & Logistics Facilities Plan	Community Wildfire Protection Plan
Global Technology Review	Special Operations Management Plan	Facilities Update Plan

The next item on the document update list is the Master Plan. I had hoped to have a rough draft for the team to review by February 1st, but unfortunately some of the data analysis has taken longer than expected. The Fire Chief is reviewing a partial draft, and the full draft is expected by early-to-mid February.

Intterra was able to get a couple of standing items implemented. Mainly, a shift filter on the analytics module and tying cross-staffed units to the suppression unit at each fire station. So now, the cross-staffed units will move in and out of availability based on the suppression company's CAD status. Now that these items are functional, we are scheduling department-wide training for Intterra. Tentative dates are 2/11 (A shift), 2/12 (C shift), and 2/14 (B shift), all at 0900. We will have an Intterra representative delivering the training at Station 151 and broadcasting the training to the other fire stations. We will also record the session(s) and have them available on Target Solutions.

Calls for service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	488		995		304		690	
Urban	344	70%	638	64%	209	69%	418	61%
Rural	84	17%	198	20%	56	18%	129	19%
Interstate	19	4%	65	7%	18	6%	64	9%
NO FMZ	18	4%	8	1%	0	0%	5	1%
Blank	23	5%	86	9%	21	7%	74	11%
Mutual Aid Calls	56	11%	91	9%	43	14%	79	11%
Aid Received	24	5%	37	4%	21	7%	33	5%
Aid Given	32	7%	54	5%	22	7%	46	7%