

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

February 2020 Monthly Report

Department News: Below are pictures of the Open House for Councilman Teal, held at Station 152 (Crystal Valley). Chief Martin demonstrated the HAAS Alert System, which digitally alerts drivers of emergency vehicles in the area.



Operations Division:
Deputy Chief Rich Martin

Customer Service:

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

Of the 27 customer survey cards we received in February, 27 were of the highest overall rating of 5. Some of the comments we received read; *"Thank you - I was in severe pain and their presence & professionalism was calming."* Another read; *"I can't tell you how much I appreciated your staff! They were excellent communicators and did a great job distracting a nervous mom during the ride!"* Another read; *"Everyone was so nice & helpful. They made me feel comfortable and helped ease my fears. Thank you everyone!"*

Call Statistics:

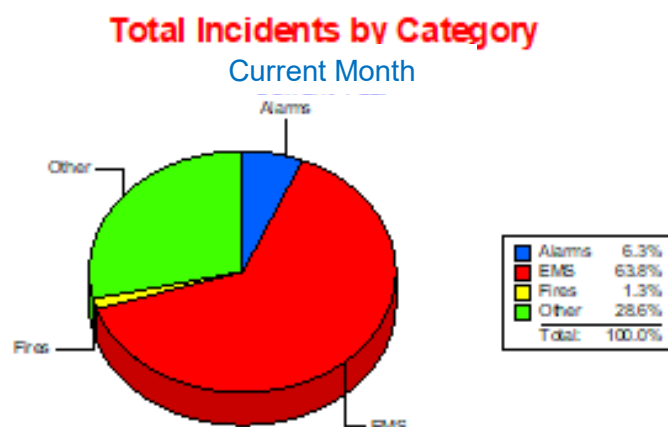
For the month of February, we responded to 432 calls for service. Last year at this time, we responded to 438 calls. This places our year to date calls at 895, which is 52 less calls or -5.5% from last year. Average calls per day for the month were 14.9.

Of the 432 calls for service in February, 285 of the calls were for EMS. We had 262 patient contacts and transported 189 patients. This time last year, we had 215 transports.

Fire Calls:

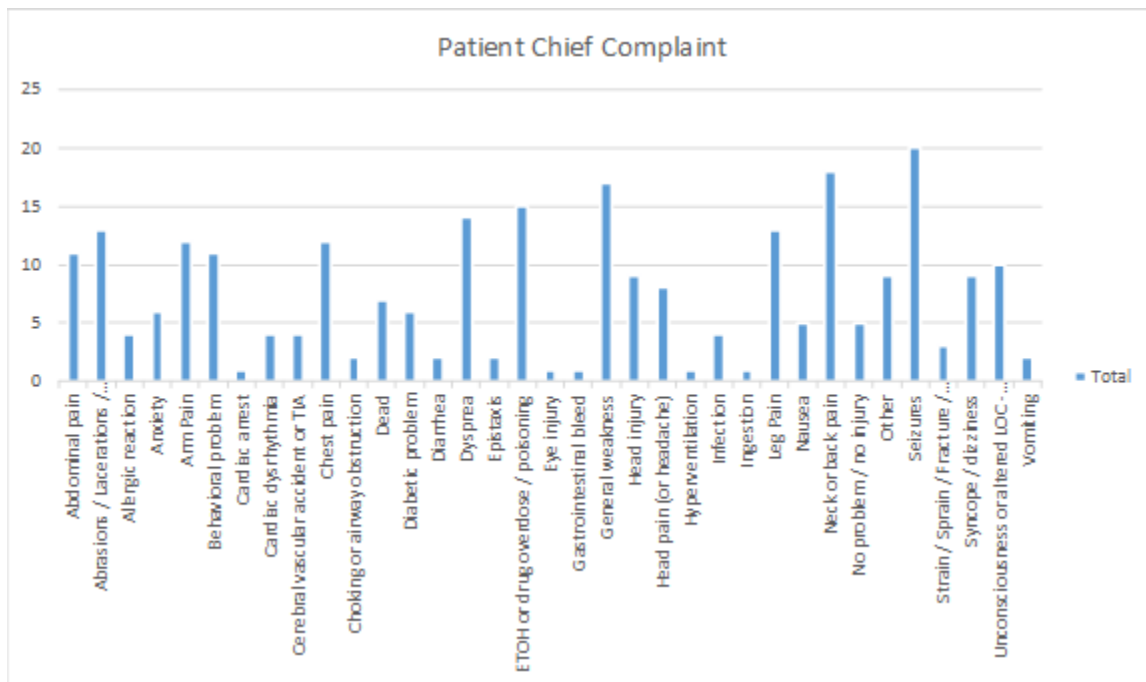
During the month of February, we ran 4 fire calls compared to 2 in February 2019. We had 28 alarm calls, which is 15 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in February were for seizures with 20 patients. The second most common call type was for neck or back pain with 18 patients.



Measurable Outcomes:

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

January 2020...100%

February 2020...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts	0	Transported to appropriate facility	N/A
Trauma Alerts	0	Transported to appropriate facility	N/A
Stroke Alerts	6	Transported to appropriate facility	100%
Sepsis Alerts	3	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **B Shift:** On Feb 2nd, Multiple units reported to a semi crash at Founders Parkway and I-25, one fatality. Information provided in the Administration Division monthly report and published After Action Report.
- **C Shift:** On February 7th, Engine 152, Medic 161, Battalion 151, Division Chief 151, Chief 154 and Bureau 151 responded to the Bell Mountain community for a reported party not breathing and without a pulse. Crews found a young child in cardiac arrest. Crews provided treatment to the patient on scene and the child was pronounced on scene under the consultation of medical control.

- On February 25th, Engine 154 and Battalion 151 responded with Jackson 105 Fire Department to Perry Park Road for a reported party not breathing and without a pulse. Crews assisted Jackson 105 Fire and Larkspur Fire with treatment of an elderly patient in cardiac arrest. Jackson 105 Fire and Larkspur Fire transported the patient to an area hospital.

Deputy Chief Commentary:

We continue to have a small decrease in call volume of approximately five percent from last year. It is still difficult to analyze any trends at this time; however, I am continuing to monitor this.

Firefighters Compton and Murphy continue to progress in paramedic school. They continue their field internships with Westminster Fire. Their graduation date will be Monday, May 4th in Arvada.

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

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.

Members have begun their annual physical fitness tests for 2020. These will be completed by April 1st for all members.

We had some challenges this month with closure of the East Frontage Road due to the Gap Project, and limited access for our apparatus to be able to effectively and safely respond. Over the period of a little less than a week, we were able to ensure safe passage of our apparatus through this construction zone. Moving forward, it has been agreed upon what needs to be done to make emergency access detours functional.

As the Coronavirus, (COVID19), continues to be diagnosed in more areas around the world, we are closely monitoring any needed actions for our members and the community. We are in contact with Colorado Department of Public Health and Environment, Colorado Division of Public Safety, Tri-County Health, and Douglas County Office of Emergency Management, and others on a regional and national basis. As it stands now, there are no immediate changes or actions that need to be taken. We continue to monitor and will communicate any further information or changes we need to make in our practices.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

I want to commend all of the individuals who responded to the motor vehicle crash at the southbound off-ramp from I25 at Meadows Parkway last month. This was a significant event with multiple issues that needed to be addressed, and it was handled in the absolute best way possible. While there are always lessons that can be learned, the teamwork and professionalism that were demonstrated led to the best possible outcome that could be achieved based on the circumstances.

The PSTF North building is moving along well, but the completion date has been pushed back due to the poor weather conditions we experienced last month. Wind and snow prevented a fair amount of exterior work from being completed, thus the delay in completion. The new completion date is expected to be mid to late April unless, of course, we have additional weather days in March.

We have received approval to immediately hire two FF/EMTs, one to fill a vacancy and one to fill an expected retirement. We have begun working to fill these two positions so that they are ready to go for the August academy at West Metro. Stay tuned for more info.

We are working closely with all of our local, regional, state, and national partners on the COVID-19 response. While plans are being made in the event we experience an outbreak here, for now, the only thing that needs to be done is to ensure proper hygiene by all members just like we do for any other communicable disease like the cold or flu. Wash your hands frequently, decontaminate all of our equipment and apparatus after every patient contact, keep our stations clean and disinfected, and if you are sick, stay home. These should already be standard practice, so I'm just providing a gentle reminder.

Fire Chief Commentary:

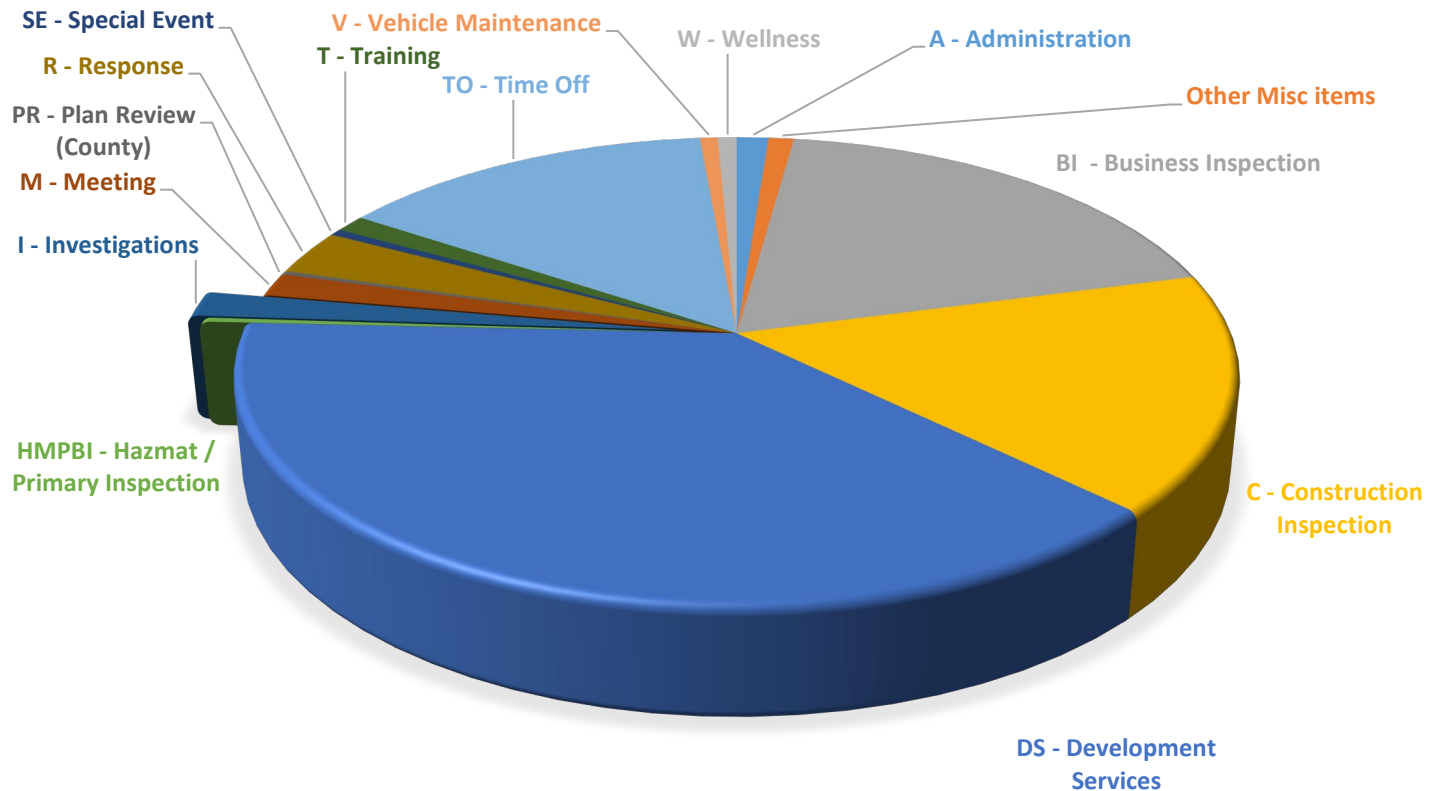
As a standard reminder about space at the South Building, we have both large bays, the room on the first floor for storage, the mezzanine on the 2nd floor to the large bays, and the south side offices on the 3rd floor. The police department has the small bay, the mezzanine on the 2nd floor to the small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

Some other things being worked on for the next couple of months include the beginning of the 2021 Budget season, continued work on our SOGs and revisions, and the finalization of the 2020-2024 Master Plan. There is a lot going on, so we'll do our best to keep you informed.

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



February is a great month to gauge how the rest of the year is going to go. We are still down one member of our team. We stayed on top of the calls for service even with having additional members taking well-deserved time off.

During this month there were 682 calls for service that the Life Safety Division provides to both internal or external customers. These ranged from plan reviews to business inspections and conducting, entering, or somehow working on public education within this division.

Another notable item is that during this month we had four teammates in training in Arvada learning about the newest revisions to the International Fire Code.

Fire Prevention Bureau –

Over 424 hours were logged this month directly tied to the development with the Town and district. While over 95 hours were consumed completing a total of 97 plan reviews, this being pretty much split in workload by two reviewers. This is a 18% decrease in reviews, mainly based on the premise that one of our reviewers was off-work for two weeks. As for construction inspections, we completed 125 construction inspections during 129 man-hours of time.

We had several of our members attend an IFC class, one of our FPO's took the test for both Fire Inspector I and II and passed both of them. Congratulations to Kevin "Sully" Sullivan on this

accomplishment. The others are just as eager to get this test taken and continue with their other certifications, however, they all have priorities that they are taking care of.

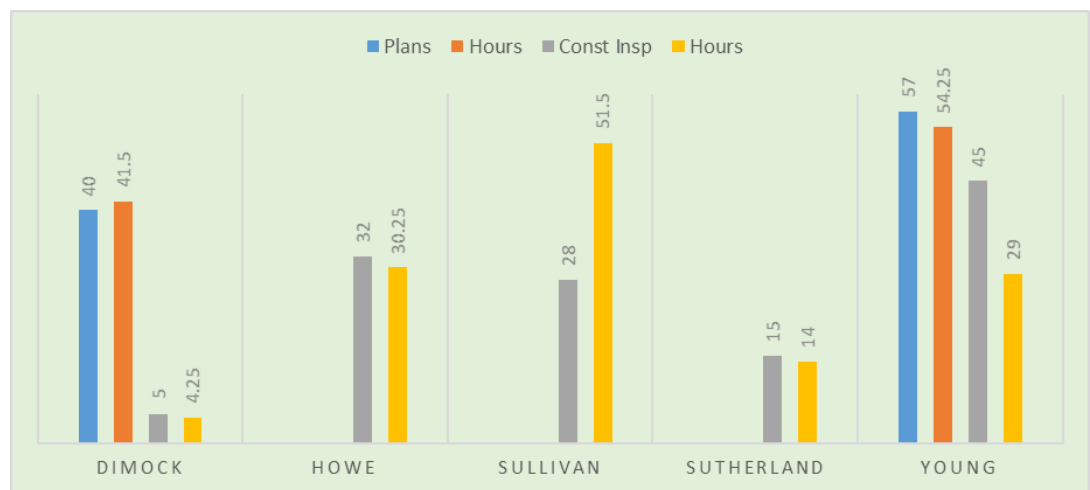


Aerial view of Brookside II Skilled Nursing Facility – 1055 S Perry St

Existing Business Inspections -

A total of 126 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 only depicts construction inspections these are separate from the existing business inspections.

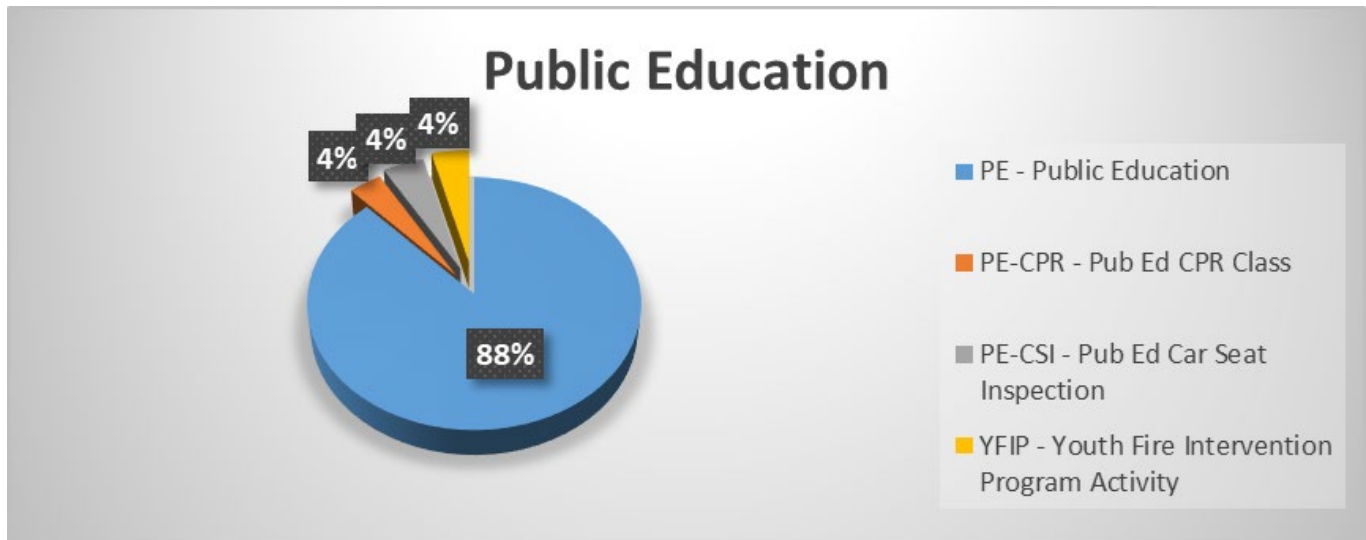
Of these inspections, 8 were correction notices, 54 were follow up inspections, 4 were hazmat inspections, 35 were primary inspections, one pre-citation inspection issued, with only one special event inspections this month. These do not include the construction inspections that are mentioned above.



Investigations –

During the month of February, 20 calls for service were recorded for responses, either a request from the operations division to assist with a call or directly from dispatch to the Life Safety Division.

These calls for service could be for an investigation or a response for the on-duty FPO to respond to a certain type of call to assist the operations division with some sort of need. This could range from technical expertise to additional information or resources that are needed to complete the call.



Public Education –

Just over 75 hours were devoted to public education during this month, this could be entering in information or conversing with the event coordinator or doing an actual event. There were 13 events that took place this month. These took approximately 14 hours of time at the actual event with countless hours behind the scenes to ensure these were adequately planned and run on schedule. Approximately 1,193 people were contacted, resulting in about a 91% increase 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: this month it may have been due to the Make-A-Wish Assembly that the crews and educator went to. There were approximately 800 children there.

The car seat technicians completed a total of 14 car seat installations this month. This is about a 50% reduction from last month.

Unmanned Aerial Vehicles (UAV) –

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

Even though we were short-handed this month, a total of 58,545 feet were flown by four of the pilots this month, with a total time of 239 minutes or 3 hours and 59 minutes. This response to emergency calls, and documentation of construction sites and inspection processes.

Training Division:

Division Chief Oren Bersagel-Briese



Division Commentary

February saw the rollout of the SimsUShare training to all shifts. Feedback from all three shifts has been constructive and positive, and we look forward to continuing to improve the program for future trainings. We appreciate everyone's open-minded participation, as well as the leadership and training management from the program shift leads (Osborn, Rettmer, Helle, and Bockhacker). Next up for the program, will be the integration of the member feedback and a slightly more expanded version of the initial training.

Several members completed their Acting Lieutenant Task Books and have been cleared to perform as ALTs; congratulations to Nate McConnell and Matt Melton! Other members are close to completing their books and will be cleared soon. Crews also completed a large share of the annual wildland refresher this month, including shelter deployments, progressive pack tactics, and the annual WFSTAR video series. Several department members also attended the National Character and Leadership Symposium at the Air Force Academy. This conference was well received, and given the location, cost (free), and speakers, had a lot of value for our members. Thank you to FF Kopp for bringing this training opportunity to our department.

Among other things this month, we began work on a new hire process for two openings, attended the annual NFFF Stair Climb Coordinators Meeting at the National Fire Academy, met with all of the new members working on their task books, attended the Inspired Leadership class, worked with legal on upcoming agreements, continued the planning for the new PSTF North Building, attended EMS training, attended the Intterra training, helped produce a new wildland video, participated in the OPS meeting, and got rid of most of the rest of the CPAT equipment (donated to Franktown).

In February, crews trained more than 2,154 hours on a wide range of topics to stay operationally prepared including standpipe hose evolutions, neurological emergencies, apparatus familiarization, mayday, rope rescue, wildland refresher training, cardiology, shelter deployments, radio communications, trauma assessments, driver operator JPRs, scene size-up, behavioral disorders, leadership training, difficult airway management, 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
- New hire process

Logistics Division:
Division Chief Jim Gile

Division Commentary:

February continued to be a busy month for the Logistics Division. One on-going project was the annual Hurst rescue tool service and inspection. All tools were serviced by the Curtis technician. During this time, we also had a couple of tools break. This included a cutter with broken cutter blade and a combi-tool with hydraulic leak. Those two tools are awaiting parts and repair by Curtis. Other projects include, PSTF North, fuel vault at Station 155, new medic build, new brush truck spec. and contract.

PSTC North building build is ongoing. Work continues on the exterior of building to get all of the sheet metal on and windows in. On the interior plumbing, electrical, framing and drywall have all started. Due to weather during the month of February, the contractor has now pushed the turn over date to mid-late April, 2020. Commander Varela with PD has been working on the interior furnishings and reports those will be here end of April, 2020.

Support Services Technician Keegan was instrumental in delivery and pick up of mattresses that were replaced this year based on the replacement schedule. In an effort to be consistent, we purchased high quality memory foam mattresses from Firefighter Mattresses.

Sr. Emergency Vehicle Technician Jennings continues to work on day-to-day repairs as well and preventative maintenance services of our Fire Department Fleet. In addition, the new collapse trailer has been moved into the shop for mounting of the new Paratech equipment. Ben and I will continue to work on this with the goal of having the unit ready for service at the end of March.



I continue to work on current and upcoming projects: the PSTF North OAC meetings, 2020 mattress replacement, Hurst tool problems and resolutions, new collapse trailer, fuel con-vault at Station 155, heavy unit fuel fob reprogramming. This reprogram removed the mileage input on everything medic unit and larger. We will still keep mileage entry for staff and Battalion units due to the tracking in Faster Web. I continue to be in contact with Osage on our new Medic in production as well as Boise Mobile on the spec. and contract for new Type VI unit for 4th quarter on 2020. In addition, when needed assist Ben with projects he has going in the shop.



Progress on the new Public Safety Training Facility North Building

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

After a lot of work with DoIT's GIS team, the rough draft of the 2020 Master Plan is in the hands of the master plan team for review and comment. Our hope is to have the final draft in a few weeks and present it to the Town Manager for his review, comments, and recommendations. After which, the document will be presented to the Public Safety Commission and ultimately Town Council for approval.

In February, we were able to roll Intterra out to all members with access to all modules. Each shift had an Intterra hosted training and we are working to get the web-cast uploaded to target solutions as reference material.

In support of the updated 2019 Emergency Operations Plan, we finally received all the Emergency Operations Center (EOC) equipment for the new mobile EOC concept. This will allow the department/Town to deploy an EOC virtually anywhere to support a large-scale or expanding incident. We will conduct Department specific training throughout the rest of the year to educate and familiarize other departments on their roles and responsibilities if set up our EOC.

Calls for service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	463		956		295		689	
Urban	317	68%	653	68%	205	69%	456	66%
Rural	85	18%	189	20%	59	20%	133	19%
Interstate	9	2%	31	3%	8	3%	27	4%
NO FMZ	30	6%	14	1%	3	1%	11	2%
Blank	22	5%	69	7%	20	7%	62	9%
Mutual Aid Calls	45	10%	44	5%	31	11%	41	6%
Aid Received	18	4%	8	1%	11	4%	8	1%
Aid Given	27	6%	36	4%	20	7%	33	5%

The tables below show the number of times that all five suppression apparatus (Engine 152, Engine 153, Engine 154, Quint 151, and Quint 155) were committed to an incident, the average time the Department was without a suppression unit. This study began in August of 2018 with the opening of Station 152. Unfortunately, we cannot capture non-CAD events (out of service, training, special assignment, etc).

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2018	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	3	1	1	3	9
2019	3	1	0	0	4	3	2	0	0	3	0	3	19
2020	2												2
Total	5	1	0	0	4	3	2	1	3	4	1	6	30

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2018	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1:52:40	0:10:13	0:10:54	1:04:33	0:07:50	0:26:55
2019	0:11:52	0:30:00	0:00:00	0:00:00	0:03:30	0:08:54	0:12:12	0:00:00	0:00:00	0:12:45	0:00:00	0:12:11	0:10:49
2020	0:03:12												0:03:12
Total	0:08:24	0:30:00	0:00:00	0:00:00	0:03:30	0:08:54	0:12:12	1:52:40	0:10:13	0:12:17	1:04:33	0:07:50	0:15:08