Castle Rock Fire and Rescue Department

Commission on Fire Accreditation International

An Internationally Accredited Fire Rescue Agency 2017-2022

July 2021 Monthly Report

Department News: Below are pictures from 2 separate motor vehicle crashes. Patients were transported to nearby hospitals.

Vision - To Be The Best - at providing emergency and prevention services
Mission - High Customer Satisfaction - through quality preparation and excellent service
Values - Strength, Honor, Integrity, Excellence, Leadership, Dedication, Service

Operations Division:

Deputy Chief Rich Martin

Customer Service

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
July 2021 …95.5%

Of the 44 customer survey cards we received in July, 42 were of the highest overall rating of 5, and two were a rating of 4. Some of the comments we received read; *"Don't remember much but I do know you saved me from being immobile for life. Thank you."* Another read; *"They were efficient and explained what they were doing.* Another read; *I am grateful for their ability to create a sense of calm and keeping me informed as my symptoms subsided. Thank you."*

Call Statistics

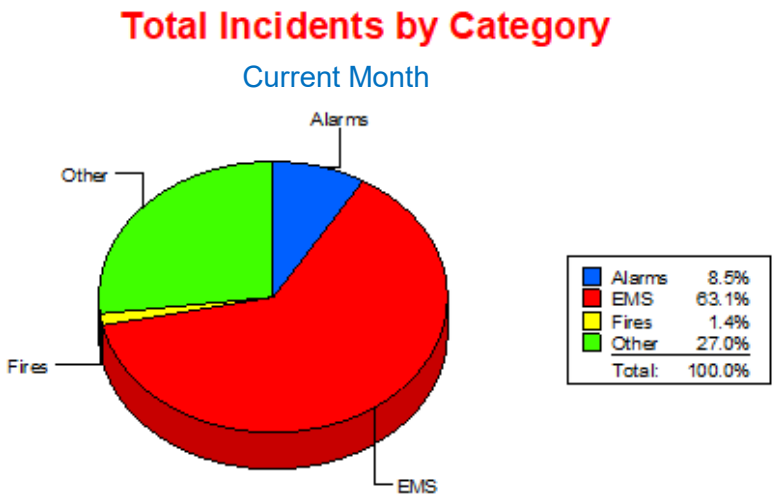
For the month of July, we responded to 543 calls for service. Last year at this time, we responded to 459 calls. This places our year to date calls at 3,357, which is 366 more calls or 11% higher than last year. Average calls per day for the month were 15.8.

Of the 543 calls for service in July, 331 of the calls were for EMS. We had 306 patient contacts and transported 245 patients. This time last year, we had 204 transports.

Fire Calls

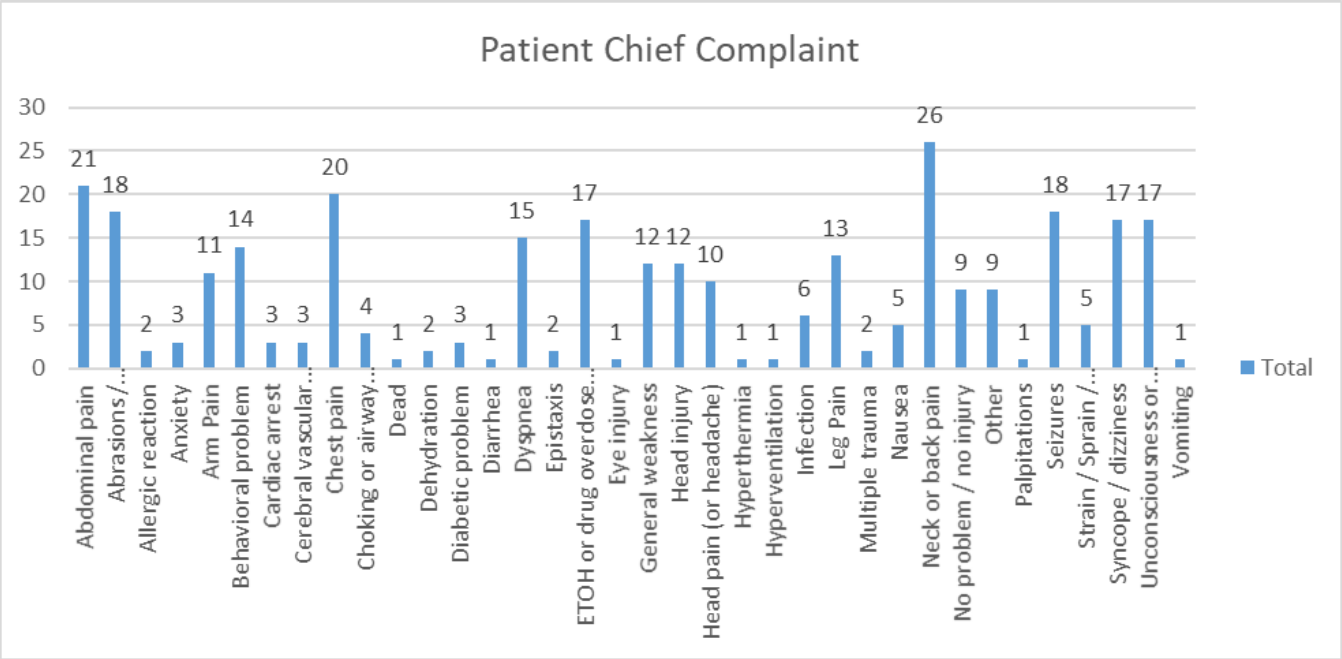
During the month of July, we ran 13 fire calls compared to 10 in July 2020. We had 51 alarm calls, which is 18 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in July were for neck or back with 26 patients. The second most common call type was for abdominal pain with 21 patients.



Measurable Outcomes

CRFD Paramedic on scene of all EMS calls 100% of the time
June 2021…99.8% **July 2021…100%**

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	**2**	Transported to appropriate facility	**100%**
Sepsis Alerts	**4**	Transported to appropriate facility	**100%**

Correct treatment, destination, and procedures done 100%

Deputy Chief Commentary

Our call volume remains above last year's level at this time. We are currently 11% over last year.

State Executive and Public Health Orders pertaining to the pandemic were rescinded with a few minor exceptions. Unfortunately, we have seen a steady rise in incidence and positivity rates throughout the month. We are beginning to see revisions of previous guidance and we will

continue to stay current and comply with orders and guidance at local, state, regional, and national levels, with issues pertaining to the pandemic should they change.

Lieutenant Osborn continues to work with the Safety Team on highway incidents and any adjustments we may need to consider. They continue to examine data and are moving to make recommendations to the R&D Team, and eventually to Executive Staff.

Our new stroke screening process continues to work well. These results will continue to be evaluated monthly at our EMS PI Meeting. Sky Ridge had their stroke accreditation this month, and our program was pointed out as an example of collaboration to ensure better patient outcomes.

We are continuing to focus on 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. In tying these to our accreditation goal, we are working with our medical director to show the outcomes by utilizing The Modified Rankin Score, which scores a patient's ability to return to the lifestyle they had prior to their serious medical issue. We believe this data is the most comprehensive at this time for us to get the best information and continue to look at ways to improve patient care and outcome.

Lieutenant Mike Horn retired this month. We wish him the best and sincerely thank him for his 21 years of excellent service and dedication to our department and the citizens we serve! Mike completes his career with over 35 years in the fire service. Congratulations Mike!

The PFT Team continues to work with the beta test group to review and analyze another option for members to utilize and complete the annual mandatory physical fitness test

In July, members were involved in physical fitness for a total of 258.05 hours. These numbers remain below previous months due to members taking time off through the summer months. Thanks to all members who continue to work and improve their fitness and level of activity.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

July saw COVID increases again based on the Delta variant. We continue to closely monitor these increases as well as any new guidance associated with these changes. As it has been from the start, we want to ensure that we are doing all we can to protect our members and customers to the best of our ability. Please continue to take the necessary precautions at home and at work, and remember, if you are sick, stay home and get tested if needed. While the guidelines on exposure have been modified, testing positive guidelines have not changed and still require quarantine and/or isolation.

As we continue to work on the PFAS issue at the FTC, Chief Bersagel-Briese and I have been reaching out to numerous other agencies to see if anyone else has addressed this issue. On my recent trip with the IAFC, I asked many chiefs what they were doing, and their response was "we quit using foam". When I explained that PFAS levels were elevated during live fire training without the use of foam, all of them responded that they had no idea and were not doing anything to address the problem. So, it appears we are on the forefront of this issue in the fire service as a whole, and we may end up leading the way.

On July 6th, Council approved, on first reading, four ballot measures to go to the voters in November that would provide funds for public safety, parks, recreation, and open space. The measures, which should be ratified at the August 17th Council meeting include:

- A New Home Construction Tax of $7 per square foot for public safety
- A Lodging Tax of 6% for parks and recreation
- A 0.1% sales tax increase to fund the purchase and maintenance of trails and open space
- A 10 Year TABOR timeout, which doesn't raise taxes, but allows the Town to retain any excess revenue beyond what TABOR allows for public safety and roads

Each one will be its own ballot question with the chance of passing or failing, so obviously, the new home construction tax and TABOR timeout are key for us. If these measures pass, they will allow us to move forward with everything outlined in the Master Plan. If not, then we have two back-up budgets that we will have to look at that are pared down requests to fit within the Town's 2022 budget.

With the exception of the sales tax, the intent is that none of these measures directly impact or raise taxes on existing residents unless they build a new home or stay in a local motel.

More information will be coming out on this from the Town, and we will keep everyone informed. Since Council approved the measures on first reading, we have a limited amount of time to ADVOCATE for these measures. After second reading by Council, we can no longer use taxpayer funds to advocate for the measures, and we will only be allowed to EDUCATE on the facts. We will provide clear guidance on this difference so that we are following the proper legal processes and procedures. As stated last month, I strongly encourage everyone to understand what the measures are, and then educate (and advocate when allowed) your friends, families, and neighbors on why they

should vote to approve them. This is will drive the future of the department for the next several years, so we need everyone's support.

We had another successful fireworks show on the 4th of July, and while there were many illegal fireworks being used, we were fortunate in not having any significant incidents. Thanks to everyone who contributed to this event! Two more shows are scheduled for this year – Star Lighting in November and a County Commissioners sponsored show in December.

Fire Chief Commentary

Budget Amendment 2 was approved by Council in July, so we will begin moving forward with one-time expenditures, such as upgrading and installing station security cameras at stations 153 and 155 as well as some other smaller items. As previously noted in the Logistics Division report, supply chain issues continue to persist, so we will do our best to get these projects done this year.

Work continued on major projects, and updates are outlined below:

- Tract K wildland mitigation was completed in July with the contractor finishing one small area around the Water Department's building. If requested, we will provide a tour to Town Manager Corliss and any other department director or council member who wishes to visit the site, and we will use this as a demonstration project as part of our CWPP adoption. As discussed last month, if you go out to visit the site on your own, please know that there is A LOT of poison ivy in full bloom, so remember the "Leaves of three, let it be" rule.

- Our community wildfire mitigation contractor who drafted the community wildfire protection plan is finishing the update of the plan. I expect to get the final draft in early August for review and comment. Once this is done, we will then work with other involved town departments and Town Manager Corliss to get the CWPP to a point where we can adopt and implement the plan. Our goal is to still have this process completed by the end of the year.

Congratulations are in order for all of the new Explorers who graduated from the Explorer Academy last month! These young men and women are the future of the fire service, and we are glad to have them on board as part of our department.

As you should be aware, our ketamine waiver was suspended by CDPHE as a result of the Governor signing HB 1251. While we can still use it for pain management, we can no longer use it for sedation. Also, based on HB 1251, Representative Neguse introduced HR 3876 which states law enforcement agencies must have a policy in place forbidding the use of ketamine in the detention or arrest of suspects if they want to pursue any federal DOJ grants. So, in a roundabout way, this would eliminate the use of ketamine for sedation nationwide as most, if not all, LE agencies want access to the DOJ grants. As I have been told, Congress members will not oppose this bill, so I personally don't believe that we will ever get ketamine back into our protocols.

I greatly appreciate everyone's efforts as we continue to move forward. From calls for service to lots of training to special events and everything in between, we continue to strive to be the best and our high customer satisfaction is seen in the numerous Thank You's and monthly surveys. Thank You to all!

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

July continued to be a very busy time for the Life Safety Division. One of the continued goals of the Division in July has been to work on completing the overdue existing occupancy inspections, while maintaining the ever increasing required construction plan review and inspection demands that face the Division. Specific fire inspection data will be addressed later in this report.

- 89 occupancy inspections remain to be completed, of the 322 identified occupancies that were overdue from previous years.

As noted in May, Chief Croom approved the internal posting for an FPO instead of the Fire Plans Examiner position. We held the hiring process on the 22nd of July and presented an offer which was accepted. The newest member of the Castle Rock Fire and Rescue Fire Prevention Bureau is Erin Davey. She will start in this division on the 16th of August, and her first three days, she will learn about the FAA regulations for UAV flight and testing for her FAA license. She came to us from the Castle Rock Police Department working as an SRO at Castle Rock Middle School. We are excited to have her join our team!

Key Life Safety Issues –

Citizens and business owners continue to keep us apprised of their concerns involving fire and life safety concerns throughout the community. Each time the concerns are received, they are evaluated by the Life Safety Division staff and corrections made as determined necessary. During the month of July, the Division worked on two major citizen concerns as follows:

- A potential significant hazard at a residence, involving the homeowner storing materials inside the home in large quantities. This did not pose a threat to life safety at this time for the homeowner or first responders.
- A construction crew was working on a project in close proximity to a building and inadvertently struck the building with a piece of machinery. The building department was notified and responded to give a determination. This is now being handled by the building owner and construction company

It should be noted that both of these projects continue to be followed by the Divisions. During the month of July, the following time was focused on the following Citizen Concerns/Complaints:

- 9 such concerns/complaints were received, resulting in 6 hours spent following up on resolving the concerns.

It is important to note that the major goal and objective of the Life Safety Division is to complete public education, plan reviews of concept plans, buildings, and fire protection systems. Additionally, inspect existing occupancies for Code compliance, and ensure the safety of the occupants, workers, and

responders who may need to respond to an emergency at the site. In addition, the Division is involved in response and investigation assists to the Operations Division when requested, and provide many other services to the Town and community.

- During the month of July, the Life Safety Division completed 657 calls for service that are described below. It is important to note that this is not a complete listing of all the items completed by the Division.

Fire Prevention Bureau –

Construction activity continues to push forward and the following were noted in July:

- 160 plan reviews, consisting of 163 hours were completed by 1.5 staff members, and an FPO in training to complete plan reviews.
- A total of 24 Development related meetings occurred during the month.

Inspection activity (New construction and Existing Occupancy) inspections continued with a slight decrease over the month of June as noted below:

- 377 inspections, consisting of 236 hours were completed by five (5) staff members.

Overall the members of the Life Safety Division logged:

- 1314.5 total hours of Life Safety Division activity during the month.

Existing Business Inspections –

Maintaining fire and life safety at the existing businesses within the Castle Rock Fire service area is an important function of the Life Safety Division. In July, the Division, through many of the inspections noted above, touched a total of 223 occupancies with fire and life safety guidance.

Douglas County High School remodel

U-Haul (Manatt Ct) Climate controlled self-storage

Unmanned Aerial Vehicles (UAV) –In July, the five (5) Federal Aviation Administration (FAA) Licensed Pilots continued to utilize the UAVs to enhance response, training, and inspection operations with a total of:

- 35 Flight missions, consisting of 57,510 flight feet, with over 133 minutes of air time.

Responses/Investigations –
During July, the Life Safety Division was involved in the following response related activity:

- 22 responses to assist the Operations Division responders consisting of 15.25 hours
- 26 Investigation assists consisting of 33.75 hours of investigation time

Public Education –
A total of 20 events took place during the month of July making contact with 733 citizens. A total of 23.25 hours were utilized in conducting the events, station tours, Youth Firesetter Education programs, CPR classes, attending community events and more. However, this does not include the hours of time that were used to coordinate, prepare and complete follow up items after the events and classes took place.

July Highlights for CRFD Public Education and Events:

- Splash Mob with Castle Rock Police Department
    - First Splash Mob of 2021 in partnership with CRPD
    - Over 400 participants from around Castle Rock joined CRFD crew members and CRPD's School Resource Officers, School Marshall Officers and Community Partnership officers in a community water fight
    - Watch the event here
- Visits to area preschools and summer camps
    - Educators and crew members provided education on when to call 9-1-1, the importance of home escape plans and what a firefighter looks and sounds like in gear
    - Kids and CRFD crews have really enjoyed getting to interact with community members again
- Community CPR/AED class for Castle Rock residents
    - Participants learned the basic skills of adult, child and infant CPR, as well as AED use in accordance with the American Heart Association
    - Upon completion of the courses:
        - 100% of participants felt confident about using the skills the course taught them
        - 100% of participants stated they would now be able to respond in an emergency because of the skills they learned in the course

- Look for another community class in Fall 2021

- Youth Firesetter Education classes
  - This program focuses on identifying youths that have engaged in fire play and educating the child and their family members in an attempt to reduce the number of fire and fire-related injuries
  - For more information on this program or if you have concerns around youth engaging in fire play, please email fireeducator@crgov.com

- PulsePoint Education and Awareness
  - The PulsePoint wrapped vehicle was seen at Douglas County Fairgrounds, Founders Park and near Station 151 throughout month of July.
  - PulsePoint is a 911 connected app that immediately informs you of emergencies occurring in your community and can also request your help when CPR is needed nearby. These alerts are in real-time and simultaneous with the dispatch of medical care, allowing everyday citizens to be the help until help arrives. Sign up for PulsePoint

Showing children what the firefighter will look like coming in to the house that is on fire and what they look like without the mask, so they are not afraid.

Training Division:

Division Chief Oren Bersagel-Briese

Division Chief Commentary

Well, we finally made the complete training move to Vector Solutions! We appreciate everyone's patience with the move and your willingness to be open to the new way we are tracking training and certifications. We appreciate all of the feedback, and we'll continue to refine and update how we use the program so it makes your jobs easier. Along with the move to Vector Solutions, we also migrated our department's master calendar over to Outlook – which allows a centralized location for all scheduling needs, shows calendar items in a better view, and makes the calendar available via the web. This will also continue to see some evolution, and please let us know how either of these programs/processes can get better for you. Thank you to Lt. (ret) Horn, and FF/PM Spronk for your help this month on this transition!

Over at Acme, the team was able to do two department-wide trainings this month, both focusing on different aspects of longer hose deployments. The first one featured a reverse out and the finish load, and the second one featured a long 2.5" stretch to a remote part of an industrial building. Also, several crews have been on the property doing single company/station trainings throughout the month. We continue to see good return on our investment with the structure, and have been hearing good feedback from the crews.

We were able to host a DFPC Firefighter/Driver Operator (FF/DO) proctor class, and were fortunate to have six of our members able to be certified as state proctors. We are thankful for their willingness to help in this way, and are hopeful that it will minimize the crunch that any of our FF/DO proctors have felt with the frequency of testing. We were also able to administer several Fire Instructor practicals and a DO practical and would like to congratulate everyone that passed those tests!

Near the end of the month, our three new hires began their CRFD journeys. We'd like to welcome EJ Voit, Zac Pelster, and Clayton Mahana to the department! EJ and Zac will be heading up to the West Metro Fire Rescue (WMFR) academy with an August 3rd start date and a December graduation. Clayton will be doing a lateral academy, facilitated by the Acme crew, that should conclude at the end of August. We know that all three will continue the great CRFD academy tradition.

As part of the WMFR academy, Capt. Hood will be detailed up to the academy through December. This will temporarily realign some of the workflows in the division, but we will strive to continue to meet your needs in a timely fashion.

In July, crews trained more than 1,831 hours on a wide range of topics to stay operationally prepared including EMS topics, engine and truck company operations, forcible entry, hose work, incident command, professional development, size-up, physical fitness, and much more.

Project Progress Report
We are currently working on the following projects:

- FTC projects
- PSTF North and South Building projects
- ACME Brick site
- Vector Solutions system implementation
- Supporting upcoming department level trainings
- New hire process
- Hosting several classes

House fire

Apartment building fire

Reverse out & finish load drill at Acme

Reverse out & finish load drill at Acme

Reverse out & finish load drill at Acme

Reverse out & finish load drill at Acme

Industrial fire attack drill at ACME

Industrial fire attack drill at ACME

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

July saw the completion of various large scale projects the Logistics Division has been working on, one being the SCBA evaluation process. We have now transitioned to working with the Research and Development (R&D) Team, the manufacturer, and the vendor on the specification and project cost for the SCBAs, bottles and accessories for the transition to MSA according to the R&D Team recommendation. We also worked to get the purchase sole sourced and approved through the Fire Chief's office, Town Manager's office and the Finance Department. We have received all of the necessary approvals and the purchase order has been issued. This purchase will include all of the air packs, bottles, personal escape packs for confined space, quick connect adapters for the fill stations, and RIT bags. We have also worked to include spare packs, and extra bottles for each station to have a cache of filled bottles and account for future Station 156. Another project that has been completed is the gear extractors in Stations 153, 154 and 155. All of the extractors are now up and running, and with the addition of the dryers that were provided to each station, it now gives each firehouse the ability to decontaminate, sanitize and clean gear without traveling to another location. Additional projects were also completed; the monument sign in front of Station 154 has been completed, as well as the sand interceptor from the bays is now hooked back into the sanitary sewer. There will be some landscaping we will need Parks Department to help us with. This will no doubt have to be when their current workload slows down in fall.

Logistics and Equipment Support (LEST) Keegan continued his work in support of department operations. He issued the three new members their assigned gear in preparation for their August academy start date. Mr. Keegan also continues to be available as help in moving apparatus around or chasing parts for Ben when needed. Mr. Keegan also continues to care for the day to day supplies and logistics needs of the department.

Sr. Emergency Vehicle Technician (SEVT) Ben Jennings was also busy as usual taking care of the needed repairs and maintenance of all of our heavy apparatus, and some of our light apparatus. In July, even with some scheduled time off, Ben had several trucks through the shop for repairs and maintenance. He replaced the bumper on Brush 154, for the second time, due to the first bumper not being correct from Boise Mobile Equipment. The two new brush trucks and one medic unit continue to track for completion. We continue to check with the vendors on progress.
There have also been some additions and changes at the PSTF South that everyone should be aware of; CRPD has moved their Training and Logistics personnel into the office space on the North side of building. Please be aware that we are not the only ones in the building anymore when parking or visiting the PSTF complex. With the parking struggles we continue to have, please avoid parking apparatus in the driveway of the South building. You will also see the parking lot has been

reconfigured and restriped. With Development Service's approval, we were able to remove one of the accessible spaces, and in the future, CRPD will be installing some signage designating the three northern most spaces as reserved for PD. Please be respectful of the spaces where you park.

Division Project Report

PSTF South building projects
Cell and MDC replacement
First Net Cellular project
Sierra Wireless gateway pilot
Master plan update
Station 154 & 155 door raise project
SCBA replacement project
COVID-19 logistics and supply
New Medic spec for 2021
New BC spec for 2021
New Type VI spec. for 2021

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for June are 2,898, the reporting system is one month in arrears. Year to date, 13,849 and the total since we began the program is 111,186. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

New Osage Medic in Process

New Osage Medic Interior Progress

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In July, we completed a number of key benchmarks for our re-accreditation efforts. On July 6th, Town Council reviewed and approved the 2020 update to the Standards of Cover via resolution 2021-065. On July 15th, we submitted our fourth and final Annual Compliance Report (ACR) to the Center for Public Safety Excellence. On July 20th, Town Council reviewed and approved the 2020 update to the Strategic Plan via resolution 2021-069. Finally, on July 26th, I met with a Commission on Fire Accreditation International (CFAI) representative to review and discuss the ACR. Based on that discussion, they are recommending a continued accredited status for CRFD. We should receive formal notification from CFAI in mid-August.

Other accreditation activities include continued work updating the 2016 Risk Assessment. One area requiring assistance is updating the Hazardous Materials Commodity Flow Study. This study documents and evaluates the type and quantity of hazardous materials that travel through the district on the roads and rails.

To be able to better review, monitor, and report on low frequency incidents, I have been working with Emergency Integrated Solutions (E.I.S.) to develop queries to help identify technical rescue and hazardous materials incidents by actions taken and keywords in the report narrative. Additionally, we have evaluated and will be updating the “Specialty Resources” tab to allow incident reports to be forwarded to technical discipline leads for review.

Work on the Self-Assessment Model (SAM) continues as draft documents are beginning to come in for review. The document is being updated with a goal of all core competencies complete by the end of August, and all other performance indicators by the end of the year.