

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## June 2020 Monthly Report

**Department News:** Below are pictures from the Chatridge 2 fire that occurred on June 29<sup>th</sup> in Douglas County. We responded with 2 brush trucks to help fight the fire which burned 465 acres. We had a total of 9 of our members on scene. No reported injuries and no structures lost.

CRFD members lending a hand



Dangerously close to houses

**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  
**June 2020...100%**

Of the 25 customer survey cards we received in June 25, were of the highest overall rating of 5. Some of the comments we received read; “ *We had a great experience w/the team! Very thankful for prompt response & overall team effort. Mike rode w/us and was so patient w/my son & answered all his 4-year-old questions. Thank you.*” Another read; “*All of the firefighters were wonderful. We are especially appreciative of Mike who called to find out how he was doing. Thank you very much.*”

**Call Statistics:**

For the month of June, we responded to 429 calls for service. Last year at this time, we responded to 469 calls. This places our year to date calls at 2,531, which is 247 less calls or -8.9% from last year. Average calls per day for the month were 13.9.

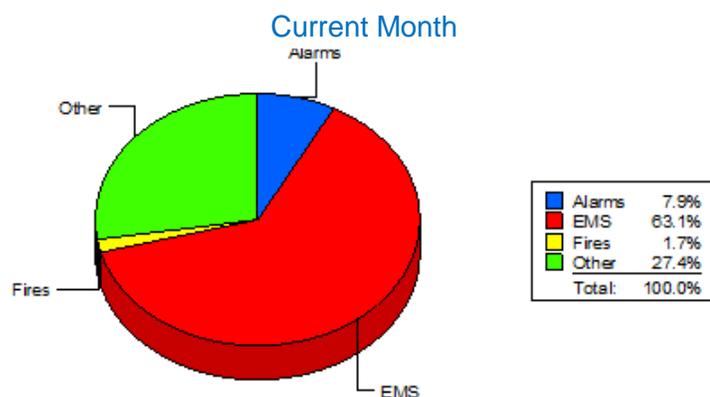
Of the 429 calls for service in June, 250 of the calls were for EMS. We had 236 patient contacts and transported 183 patients. This time last year, we had 225 transports.

**Fire Calls:**

During the month of June, we ran 11 fire calls compared to 8 in June 2019. We had 39 alarm calls, which is 11 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 June:

**Total Incidents by Category**





## **Deputy Chief Commentary:**

June has revealed that we will need to continue to be adaptive and flexible as changes continue to occur with not only COVID, but also forming an operational plan to prepare and work safely during protests and rallies in the community. We continue to treat and transport a consistent number of patients where COVID is suspected or has been confirmed. We continue to adapt and revise our plans as guidance is updated. We are actively involved with Douglas County, Tri County Health, Colorado Department of Public Health and Environment, and numerous other local, state, regional, and national groups to stay current with any new guidance or changes associated with this pandemic.

We have worked with our law enforcement partners to develop a plan for responses during rallies and protests should we be requested. A Standard Operating Guideline (SOG) has been written regarding this subject and is currently in the peer review process. In the interim, a memo has been distributed to clarify our actions during these events.

We remain cautiously optimistic with our personal protective equipment (PPE) supply. We have continued to intermittently receive supplies from the state stockpile as Tri County Health disperses it, we have also found that our supply chains are beginning to have some supplies, and we are working on continuing to increase stock should we see an increase in cases once again. The medic unit we had converted for COVID-19 related issues remains in ready reserve.

Our call volume is 8.9% below last year. In meetings with our counterparts throughout the metro area, this is about where everyone's call volume is continuing to trend. Transports to emergency departments also continue to be noticeably decreased from last year, and these trends also continue to be seen throughout the metro area. We are continuing to work with our neighboring hospitals to assure everyone that hospitals and ambulances are safe and not to delay their care for potentially serious health issues.

Firefighter Compton has completed his orientation to function as a paramedic. He met with our medical director and is approved to function independently in our system. Congratulations Kendall! Firefighter Paramedic Prosch is currently being precepted, and it is anticipated he will be cleared in the near future.

Battalion Chief Goudy announced that he is retiring in August. Congratulations Matt and thank you for your years of dedicated and tireless service!

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 continues to aid us in an accreditation recommended goal for our EMS Improvement Plan. This month, we also became part of a national group that maintains a database on cardiac alert and cardiac arrest calls. This will also enhance our accreditation goal.

## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues:**

June continued with “Safer at Home”, and we continued to see a decrease in COVID-19 responses. Douglas County received a number of variance approvals allowing more openings and events, and we were fortunate not to see an increase in cases with these changes. We need to remain vigilant as we have seen increases in Colorado and other states, and we are certainly not out of the woods yet. We are looking at some items that we may be able to purchase with CARES Act funds to improve our COVID preparation and response, and if you have PPE or equipment specific items or ideas, please forward that up. Again, I want to commend everyone for their efforts during these challenging times.

We received the TCO for the PSTF North building last month. There are still some minor issues and punch list items to address, and landscaping still has to be put in, but we now have the ability to use the building. As a reminder from the email Chief Bersagel-Briese sent out, please do not park any apparatus in the PSTF North parking lot. Either park on the north side of the street, in the FTC, or at the PSTF South lot.

### **Fire Chief Commentary:**

After meeting with Finance on our submitted 2021 Budget, we had to go back and prioritize all of our requests. Based on the feedback we received, we, in essence, re-wrote our budget requests, extended some timelines, and adjusted our FTE requests. No FTE positions were removed, but we did modify the timeframe when these positions are being requested. Based on our current and projected revenue forecasts, I still do not expect any of our requested positions to be approved, and I’m still not sure about any other budget increases. However, the need for the positions is still there, and we will continue to request these positions.

As you are also aware, we had to go back into our 2020 budget and make cuts based on our forecasted decrease in revenue. The Town is still closely monitoring this, and if our revenue is not as bad as anticipated or it bounces back, we hope to eliminate some, if not all, of the budget cuts. If it is worse, we may still have to take additional actions to make up for the shortfall. My intent remains that our people will be the absolute last resort for budget cuts. I have also suggested to the Town Manager that instead of being approved for “stuff”, if possible, I would rather see any available funds used for the re-implementation of pay raises for all personnel. April was down about 8% in sales tax revenue, and early numbers for May indicate less of a decrease, so we remain cautiously optimistic that the financial impact will not be as severe as we initially thought.

We have continued work on items, such as our ISO review and budget, but other items, such as the Master Plan, goals within the Strategic Plan, etc., continue to remain on hold or slowed down while we work through the current challenges. There is still a lot going on as it relates to the pandemic, protests, and the like, so we’ll continue to do our best to keep you informed. Remember, too, that we serve as the emergency management agency for the Town, so we are having to address numerous issues town-wide in addition to our own department issues.

## Life Safety Division:

Division Chief Brian Dimock

### **Fire Marshal Commentary:**

In the Life Safety Division, we have some ideologies that if we can assist business owners and homeowners with pertinent information regarding work and home safety, that should reduce injuries. These times that we are in, are trying at best. We are up against an invisible force that we cannot see or hear. This causes stress in both the workplace and the home life.

We continue to work with both the businesses and citizens to provide the best service we can in these times.

This division is very busy with several different items, i.e. plans reviews, construction inspections, mandated inspections preparing for return to school, social media posts, website updates, and other items too numerous to mention. Development has not slowed down, this is keeping us busy, however, it does not seem that anything else has slowed down either. Complaints are at an all time high and are still achieving personal attention from our staff.

### **Key Life Safety Issues –**

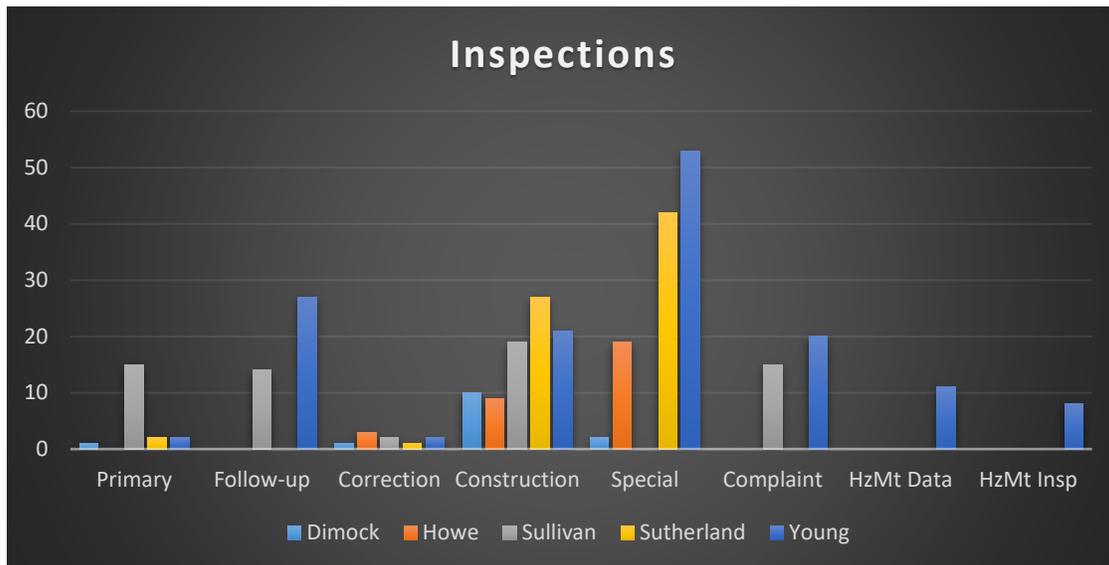
Some of the key Life Safety items that are prevalent this month are not only the fireworks stands that are preparing for opening, but how do we ensure that they are doing just what is asked of them at all times. In the past, we have inspected some stands where the security guards that were supposed to be watching over the highly regulated stock were indeed sleeping on the job. The stand owner was written up for this and almost lost his permit to sell fireworks. It seems almost counterproductive to have a highly flammable, explosive device for sale during a time of year that our fire danger is the greatest. Regulation and enforcement remain to be our top priority for this type of event.

### **Fire Prevention Bureau –**

We conducted 109 construction inspections in just over 81 hours of time. This included 20 final inspections of projects that range from tenant finishes to complete new buildings. Just over 141 hours were consumed completing a total of 127 plan reviews, by just two reviewers.



All members have been working in their respective workplaces since the 15<sup>th</sup> of this month. It has been a pleasure to see everyone again, however, it has been eye-opening to see what is needed to assist them with trying to make sure things are working the way they need to. With the short respite, this has created as many issues as it solved.



### Existing Business Inspections –

A total of 205 inspections were logged for this month, which is 70% more than the amount we did last month even with the request to limit public contact. 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 as well as special inspections to begin getting the fireworks stands put into place.

Of these inspections, 9 were correction notices, 45 were follow up inspections, 11 were hazmat inspections, 22 were primary inspections, and 118 were special inspections this month. These do not include the construction inspections that are mentioned above.

Realize that these are in addition to all of our other duties that are required of us.

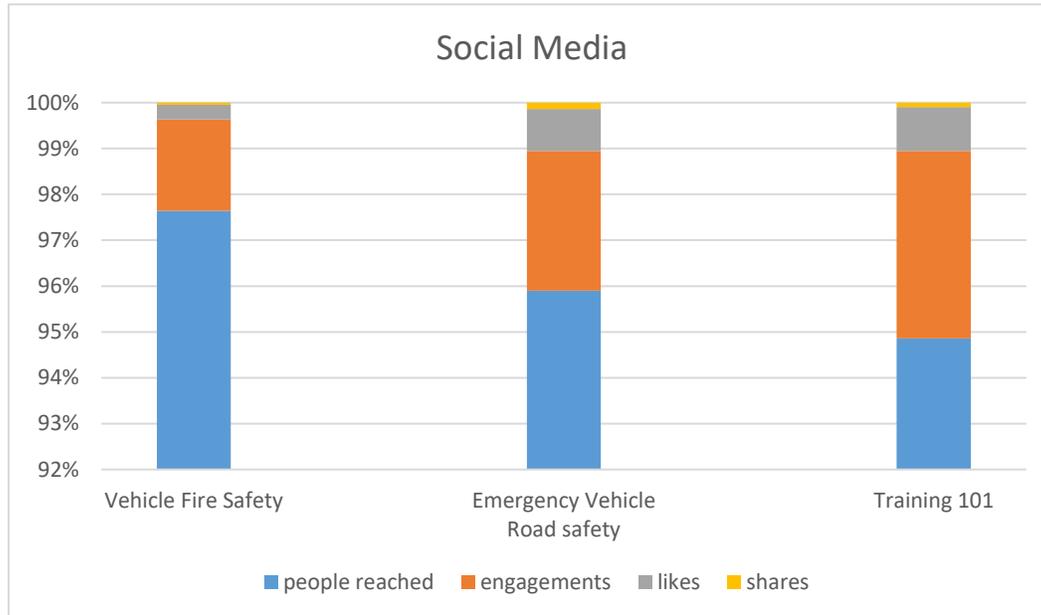
### Investigations –

This month, we reduced the number of responses that this division went on down to 10 calls. This took just over 7 hours of time to complete these calls. Based on the response calls, we also had 21 investigations with just over 35 staff hours this month.

These fire calls seem to increase when the wind is up and the humidity is lowered, which is prime fire weather. This increase is attributed to the increased use of the public using fireworks. These are not supposed to be used except for July 4<sup>th</sup> and if there are no fire restrictions in place.

## Public Education –

The public educators returned to the office on the 15<sup>th</sup> of this month. They came back to needing some refresh time to get things back in order. They currently are working on getting some educational material prepared for the businesses that are re-opening.



We are still not allowing person-to-person contact public education, and are trying to persuade citizens to use the virtual car seat install procedure, but an in-person car seat check can be completed if needed. With that being said, we checked/aided in the installation of 15 car seats in person and 1 virtual. I think that the virtual will take off when the public gets used to it.

We have not received many inquiries about setting up events for the crews. Again, this will not happen until the threat of the virus has diminished. We may have to look at alternative ways to provide the education on Webex or other online video means.

## Unmanned Aerial Vehicles (UAV) –

Over the course of the month there was 86,544 flight feet logged, which represents an increase of just over 250% from May. This included all of the UAV's, and the total flight minutes flown was an increase of 268% going from 116 minutes to 311 minutes, just over five hours of flight time.

This is an integral part of the Life Safety Division as it provides important immediate information to assist others in making decisions. This also assists in documentation of events that would otherwise just be based on one's memories.

## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

June saw the return of live-fire training for the department, the second time that we have been able to do this valuable training in the past eight months. This time, we were able to partner with the Colorado Division of Fire Prevention and Control, and use their Mobile Live Fire Training Unit. The unit was being hosted by the Franktown Fire Protection District, and they graciously gave us three days to run our crews through the drills. We were able to run 45 live-fire evolutions over the course of the training, with crews focused on hose management, communications, and fire extinguishment.

Normally, June sees the crews heading out for some in-water water rescue training, but that had to be amended for this year due to current restrictions. Engineer Lewis adjusted the training to focus on our knowledge of some of the water rescue equipment and the rigging setup. We would also like to thank Lt. Moore for his work organizing June's department-wide EMS training on EMS Forensics. Our subject matter leads continue to show great flexibility by modifying and designing trainings that can be accomplished with the various restrictions in place.

In June, crews trained more than 3203 hours on a wide range of topics to stay operationally prepared including EMS documentation, highway incident response, 12-leads, ground ladders, wildland strategy and tactics, rope systems, behavioral disorders, post incident analysis, protocol review, driver operator skills, pumping evolutions, hazmat JPRs, district familiarization, physical fitness, and much more.

### **Project Progress Report**

We are currently working on the following projects:

- Engineer promotional process
- PSTF South Building projects
- PSTF North Building projects
- Planning for the upcoming lateral academy
- Video project
- New hire process
- Supporting upcoming department level trainings
- Accreditation 5K goal and needs
- Hosting company level trainings
- Department SimsUShare training
- Target Solutions system management
- Various potential promotional opportunities



crew debriefing after a drill search



live fire training



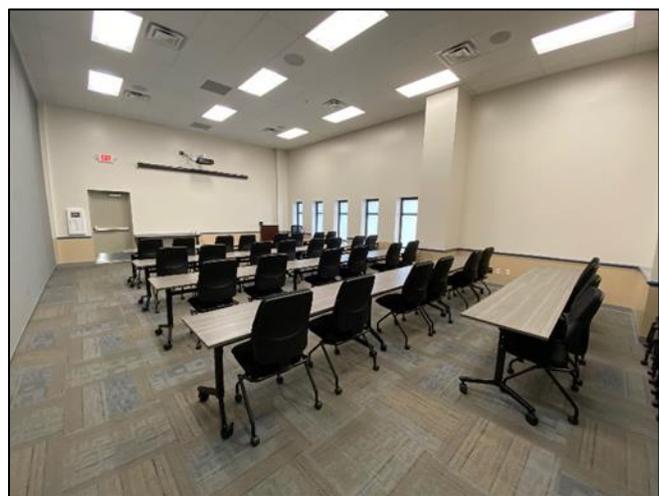
live fire training



live fire training



live fire training



PSTF North Building classroom

**Logistics Division:**  
**Division Chief Jim Gile**



**Division Chief Commentary:**

The month of June has provided us with the heat of summer and increased wildland fire activity. This increase in activity and response to wildland interface fires both inside and outside of our district has resulted in more repairs needed on these response vehicles. Sr. Emergency Vehicle Technician (EVT) Jennings has done a great job keeping up with these in addition to continuing to rotate trucks through the shop for service. Currently he is working on the departments aerial apparatus' for preventative maintenance service and aerial inspections. This is of course, all in addition to everyday write up's that come through in PSTrax.

All of the NFPA annual pump tests are complete for the year, including flow testing of the brush trucks. Due to our tests all being complete, I approached Chief's Croom and Martin about offering our pump testing service out to neighboring departments. The response has been great! Currently we are scheduled to pump test the following department's apparatus, Elizabeth FPD, Franktown FPD, Tri-Lakes Monument FPD, Larkspur, Jackson 105, and Black Forrest. We also reached out to West Douglas and Palmer Lake but received no response from either. We are offering this as a courtesy service this year due to all of us facing the uncertainty of what Covid-19 and the resulting shutdowns are going to do to budgets. This is also an excellent opportunity for us to gauge the interest in expanding our EVT program to accommodate other departments.

Support Services Technician Keegan has been busy with various logistics duties. These have included arrangements for annual hose testing and ground ladder testing. He has also been busy the last couple of weeks reprogramming the VHF radios for various updates that have occurred recently. He also continues to provide the needed supplies and equipment for the continued support of the department. This month included gathering needed tools and equipment for the upcoming academy being put on by the Training Division. Tools have been provided to Captain Hood for use during the academy and on the drill grounds at FTC. Tad has also been busy ordering PPE and uniforms for the new members.

We have also been planning for fit testing of N-95 respirators. At this point due to the ongoing Covid-19 pandemic as well as the sporadic supply of N-95's, we are still operating under the CDC guidelines of suspended fit testing. As soon as supplies become consistent, we will institute fit testing, most likely in conjunction with annual SCBA fit testing.

I have also been working on a list of Covid related purchases and projects that we would like to make and that could potentially be reimbursed. Some of these are projects that will take some further work, while others are things that have already been purchased. Chief Martin and I have been working closely on these things, and the Logistics Division will continue to work diligently to provide our members with the things they need to do their job safely and efficiently.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) numbers for June are 1,013. Year to date is 25,218, and total since we began the program is 85,828. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

### Division Project Report

- PSTF South building projects
- PSTF North building project
- Updates to Faster Web
- FTC updates with Training Division
- Master plan update
- New staff Tahoe
- COVID-19 logistics and supply
- Annual Apparatus NFPA pump tests
- Town mandated ADA assessment of all fire buildings
- Apparatus/equipment ISO survey
- Station and FHQ disinfection

Fleet replacement medic unit



Testing and maintenance on the ladder on the quint

**Accreditation and Emergency Management:**  
**Assistant Chief Craig Rollins**

In contrast to the past several months, in June we started to return to some normal responsibilities and tasks. There are still several daily and weekly standing COVID-19 conference calls and web-based meetings to support the Town, County and North Central Region. In June, this consumed roughly 90 hours or 50% on my time.

As more time became available, efforts were re-focused on the Annual Compliance Report (ACR) and the associated update to the Standards of Cover (SOC). A large part of this is updating the progress on the 12 peer team recommendations from our 2017 site visit. The department has made a lot of progress over the past year. With the submission of this year's ACR, we are reporting four, and possibly six, recommendations as implemented and one as rejected. This will leave only two - four recommendations remaining open.

Again, the Master Plan has been put on hold with everyone's effort on the COVID response. Given the current workload and financial conditions and forecasts, Chief Croom and I will be meeting to discuss where, when, and how to proceed with this document. I want to thank the entire Master Plan Team for their time and effort. Your work has not gone unnoticed and has not been in vain. We have a solid, well thought-out document that is firmly based on industry best practices and relevant data. No new information in June.

CFAI is currently re-evaluating their course offerings and working to develop on-line and blended learning options for the typically in-person courses. As more information becomes available, I will forward it on.

On June 30<sup>th</sup>, I responded to the Douglas County EOC (Emergency Operations Center) to support the initial attack of the Chatridge 2 fire in South Metro's District. In the EOC, I filled both the Operations and Emergency Support Function 4 Firefighting roles. At 1800 on 6/30, the Douglas County Incident Management Team (IMT) was activated and assumed responsibility for the incident at 00:01 on 6/31. Within the IMT, I was reassigned as Plans Section Chief. Based on the efforts of the on-scene crews, the local agency was able to resume command and control of the incident at 19:00 on 6/31.

**May Calls for Service:**

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	416		889		259		598	
Urban	282	68%	585	66%	175	68%	398	67%
Rural	99	24%	213	24%	57	22%	137	23%
Interstate	7	2%	25	3%	7	3%	25	4%
NO FMZ	9	2%	15	2%	3	1%	13	2%
Blank	19	5%	51	6%	17	7%	25	4%
Mutual Aid Calls	37	9%	123	14%	33	13%	111	19%
Aid Received	17	4%	67	8%	16	6%	64	11%
Aid Given	20	5%	56	6%	17	7%	47	8%