

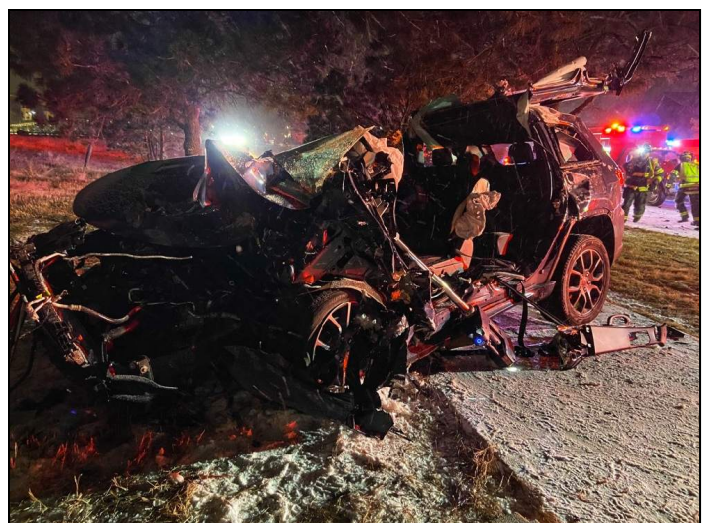
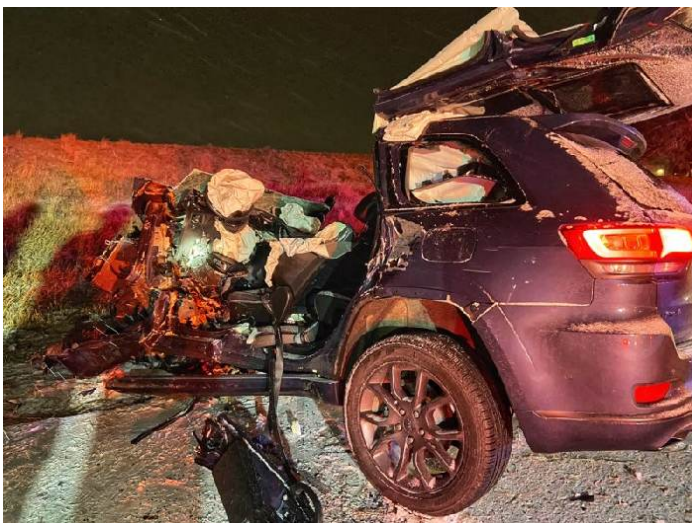
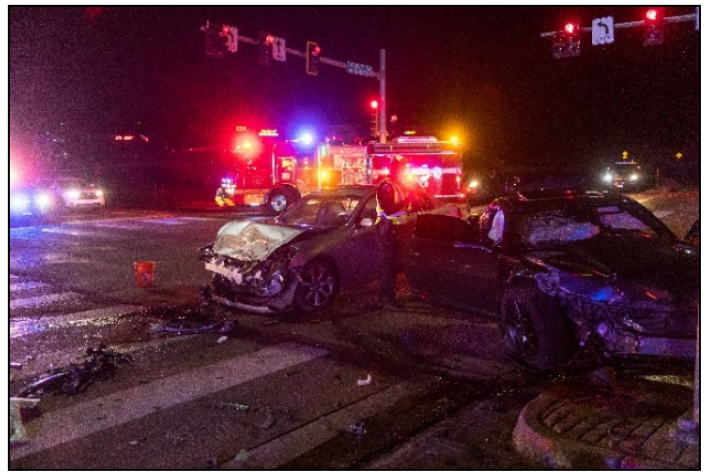
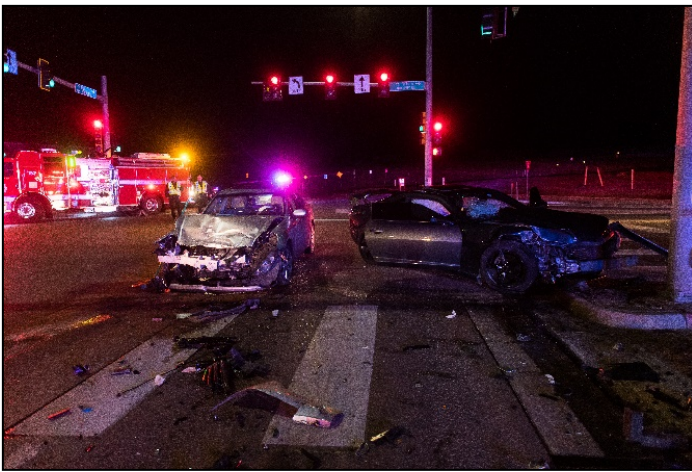
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

February 2021 Monthly Report

Department News: Below are pictures of 2 motor vehicle crashes. One was a 2 vehicle crash, the other was a single vehicle crash into a tree. 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
February 2021 ...100%

Of the 34 customer survey cards we received in February, 33 were of the highest overall rating of 5. Some of the comments we received read; *“As a USAF veteran, I served on the crash crew, I would be proud to serve w/ the crew that took care of me. Thank you very much, I am proud of all of you.”* Another read; *“Castle Rock Fire & Rescue completely exceeded our expectations. Thank you for taking such great care of our daughter. You arrived so quickly. God bless you all.”* Another read: *“The engine company team and EMT crew were fantastic that early morning (2am) on Friday 2/5. Jake from the ambulance team was outstanding in attending to my medical situation and calming my nerves. True Castle Rock heroes!”*

Call Statistics

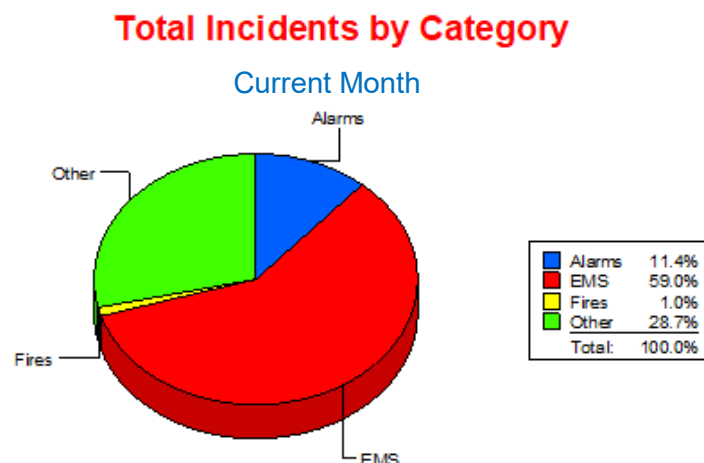
For the month of February, we responded to 474 calls for service. Last year at this time, we responded to 421 calls. This places our year to date calls at 924, which is 40 more calls or +4.4% from last year. Average calls per day for the month were 15.9.

Of the 450 calls for service in January, 279 of the calls were for EMS. We had 264 patient contacts and transported 203 patients. This time last year, we had 208 transports.

Fire Calls

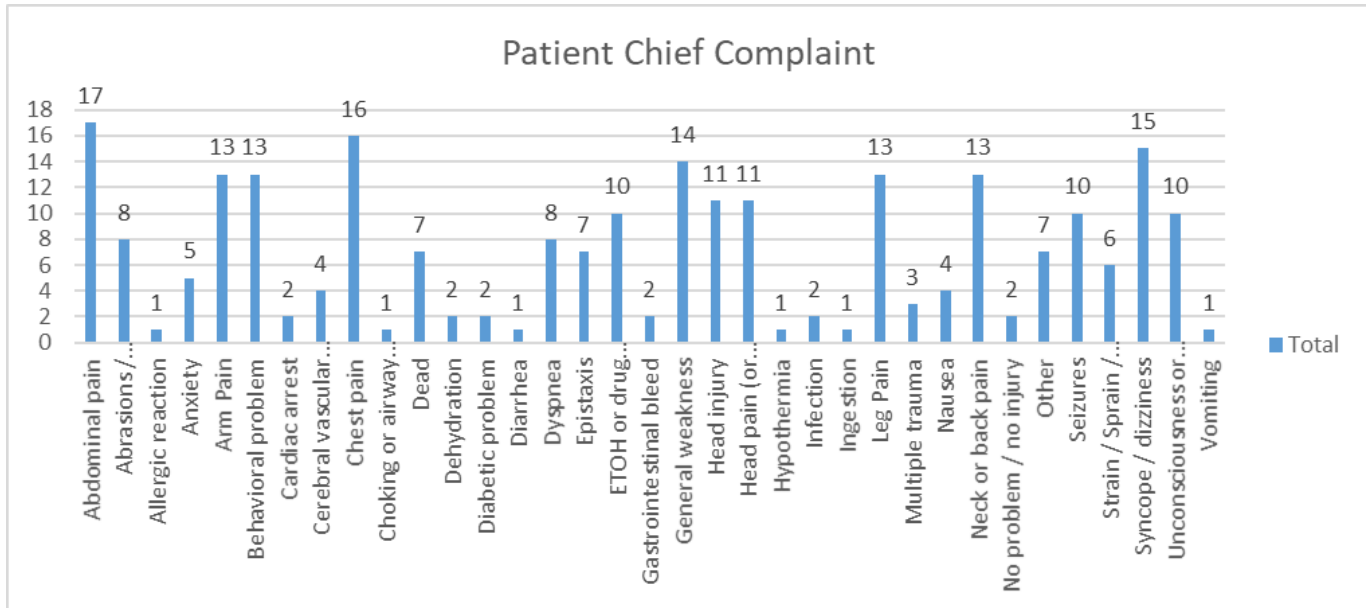
During the month of February, we ran 4 fire calls which is equal to February 2020. We had 73 alarm calls, which is 46 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line. This month, the large number can be attributed to the extremely cold weather.

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



Emergency Medical Service Calls

The most common EMS calls in February were for abdominal pain with 17 patients. The second most common call type was for chest pain with 16 patients.



Measurable Outcomes

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

January 2021...100%

February 2021...100%

Monthly alerts called by crews and follow-up

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

Trauma Alerts 5 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%**

Significant Incidents:

- **A Shift:** On February 5th, Quint 151, Medic 151, Battalion 151 responded to a medical assist. It was a cardiac arrest secondary to anaphylaxis (severe allergic reaction). CRPD was providing CPR prior to arrival. Pulses were regained on-scene by Medic 151. The patient was transported emergent by Medic 151 to a local hospital.
- On February 10th, Medic 154, Battalion 151, Engine 142, Engine 154, Chief 151, Battalion 142 responded emergent to Hwy. 105 for a report of a single vehicle crash, 1 party was trapped. Air-Life 2 was added to the call. Patient extrication and treatment completed, and then care was transferred to Air-Life 2. Air-Life 2 transported the patient.

- On February 11th, Division Chief 151, Battalion 151, Quint 151, Engine 152, Engine 153, Engine 154, Quint 155, Medic 154, and Medic 153 responded emergent to 1482 Thunder Butte Dr. for a report of a commercial structural fire. Units arrived and found a kitchen fire with some extension to the cabinets and microwave. The fire was extinguished by the resident with a dry chemical extinguisher just prior to our arrival. Crews ventilated the structure and marked it under control.
- **C Shift:** On February 13th, Engine 154, Medic 154, Quint 155, Medic 151, Battalion 151 and Division Chief 151 responded to the area of Meadows Boulevard and Coriander Street for a reported motor vehicle crash with extrication needed. Crews found a single vehicle with heavy damage and two occupants trapped inside. Crews used hydraulic extrication tools and removed the car parts from around the patients. The patients were extricated and transported with non-life threatening injuries to a local trauma center.

Deputy Chief Commentary

As we close out February, I am pleased to announce that over 80% of our staff have received both doses of their Covid vaccinations. This places us about 10% above the current metropolitan average. Executive and Public Health Orders have continued to be extended. We continue to stay current and follow guidance at the local, state, regional, and national levels, with issues pertaining to the pandemic. We have continued to carefully and purposely relax more of the restrictions that were in place for training and public education events due to the decrease in cases and positivity rates while still complying with all orders.

Our personal protective equipment (PPE) supply continues to remain stable. We continue to remain conscientious in maintaining an adequate supply. The converted medic unit also remains in a ready reserve status. We continue to monitor COVID incidences and positivity rates and make adjustments on whether to place the unit in service or out of service accordingly.

Our two newest members, FFP Paul O'Brien and FF Damian Cappel, have completed their station rotations and task books. Congratulations to both Paul and Damian!

Our call volume did increase this month. This can be attributed to the record breaking cold we endured in the middle of the month. We saw an increase of approximately double the fire alarm and water leak responses that we had during this same period last year. We are now currently 4.4% over last year's call volume at this time.

At the semi-annual Operations Division meeting, we decided to look at undertaking three action items for 2021. A survey was completed and the three items selected were; formation of a Sleep Study and Health Team, Safety items that will be coordinated with the Safety Team, and re-engaging in multi-company training. Teams will be assembled and work will begin in March in these areas.

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.

In our Wellness Program, we have begun the annual physical fitness pack test specific to a member's job description. We have also initiated a beta test group to review and analyze another option to have members complete.

In February, members were involved in physical fitness for a total of 410 hours, and an overall average of 23 members working out per shift. This number continues to increase, which is what we were working toward. Thanks to all members who have improved their fitness level activity!



Administration Division:

Fire Chief Norris Croom

Key Admin Issues

As we approach the one-year mark of the pandemic, we are slowly starting to see a potential light at the end of the tunnel. Numbers continue to improve both in cases and vaccinations, we now have a third vaccine option available, and even the Rockies announced they will allow 25% attendance at their baseball games to start the season. As such, we have revamped our internal guidelines to begin allowing more opportunities for training, public education, and events. We've been told by CDPHE to expect a new dial in March, so we'll continue to address any changes as they arise. I appreciate everyone's diligence in following all current guidance and public health orders as it applies to masking, social distancing, and gatherings.

The Douglas County Board of County Commissioners approved DC OEM's funding request for air resources again this year. This includes an exclusive use (EU) contract with TransAero as well as numerous call when needed (CWN) contracts with other aviation services. This is significant considering the forecasted weather conditions so far this year as well as the extensive drought we are currently experiencing in Douglas County. Our hope is that we won't need these resources, but it's nice to know they are there.

One big project we are working on with the Training Division is the issue of our municipal separate storm sewer systems (MS-4) compliance for water used at the FTC. This has been an issue for several years, and technically, we should not be allowing any water used in training to go into the retention pond as this violates state and federal water regulations. The Training Division has been working with an engineering firm to determine the best way to capture training water and then discharge it into the sanitary sewer system while allowing storm water to go to either the detention pond or storm sewer. Preliminary design has been accomplished, we are looking at the proposed cost, and we are hoping to be able to incorporate this project into the Water Department's storm sewer replacement project currently happening in that area of town. We'll keep you up to date as this progresses as it may impact the ability to use the FTC if we have to construct this capture system.

Fire Chief Commentary

The 2022 Budget process will begin in March, and this year, it is anticipated we will include a number of requests as they relate to the DRAFT Master Plan. While many of these are not new, we will look at timing and cost as we move forward with these requests.

We continue to move forward with the SCBA replacement project, Station 154 and 155 modifications, and the purchase of two replacement brush trucks. We have also added in upgrading the security measures of the back doors at Station 154 along with station security cameras, and we are looking into the cost to improve security cameras at stations 153 and 155.

Work continued on items, such as our ISO review, the Master Plan, goals within the Strategic Plan, etc., now that we have the opportunity to re-engage these projects.

- Our ISO rep was finishing up his review of the water data last month, and he anticipates meeting with us in March to review any remaining items. He had hoped to have our review done by the end of March, but it looks like we won't be completed now until sometime in the 2nd quarter. So far, everything looks favorable to us improving our ISO rating.
- The DRAFT Master Plan remained with Mr. Corliss for review, and we had several meetings to discuss timing and funding. Once he is comfortable with the plan and no additional changes are made, then it will be presented to the Public Safety Commission for their review and comment. At this point, I expect that the plan will not be presented to Council until sometime in the early 2nd quarter.
- Tract K wildland mitigation continued during February as weather allowed, and it is almost complete. One small area around the water department's building is all that remains, and once completed, we will provide a tour to Mr. Corliss and any other department director or council member who wishes to visit the site.
- Our community wildfire mitigation plan contractor who drafted the community wildfire protection plan in 2017 currently has the draft, and is reviewing it for needed updates. Since it was never adopted, we should be able to update it rather easily without the need for approval. As most know, we've had a number of changes in the department and town since 2017, so it is important to capture these changes and incorporate them into the plan. Once updated, we will then work with other involved town departments and Mr. Corliss to get this to a point where we can adopt and implement the plan. Our goal is to have this process completed by the end of the year.

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

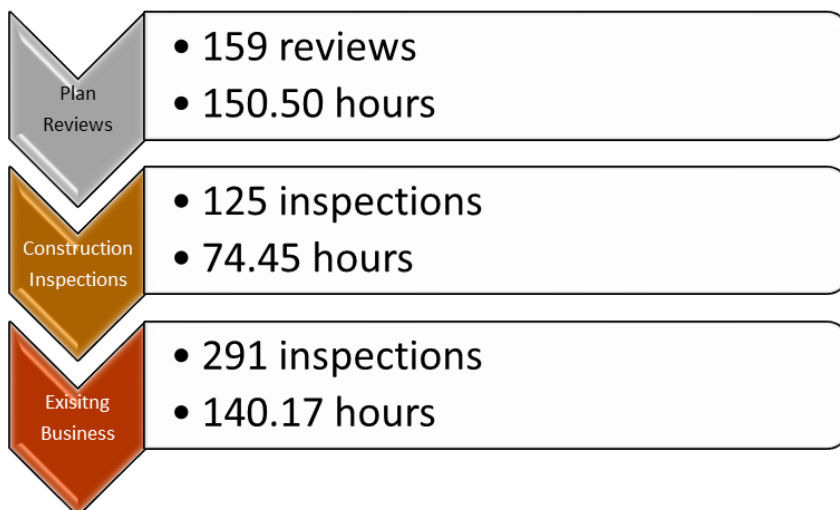
One thing that can be said about the fire service is that there is constant change and nothing is ever the same. You can never get tired of doing the same thing everyday because you very seldom encounter the same thing.

During President Lincoln's birthday holiday weekend, the weather came in with such a vengeance, that it did some real catastrophic damage within just a short amount of time. From Sunday the 14th to Monday the 15th, the department had 22 alarm calls and 6 water shut off calls, not including other calls that had nothing to do with bureau members. While this is not totally abnormal during hyperfreeze days, it normally happens at a longer duration where the cold comes in and sticks around for several days and then warms up, causing frozen pipes to thaw and then leak. While this was happening, members from the fire prevention bureau were keeping track of all the system breaks and malfunctions to ensure that they made contact the following day to assist the business owners with getting their systems back up and running normally. The most discouraging part with this is that the fire protection companies are taking calls from all the affected jurisdictions and if ours is not at the beginning of the line, then this causes delays in getting these systems back up and running normally.

Key Life Safety Issues –

The key life safety issues that we faced this month were the severe weather for not only fire protection systems, but for inspections as well. This weather came in so fast that this took so many businesses by surprise. Unfortunately, some of the property owners/management had not kept the fire sprinkler rooms at 40°F at all times. The sudden cold weather allowed the temperature to drop well below freezing causing failures of the fire sprinkler systems, thus setting off fire alarms, which is a good thing because this kept the property damage to a minimum in most cases based on the department response.

Fire Prevention Bureau –



As you see, this month was no exception as to the amount of workflow that we are attempting to handle. While we are hitting the mark by not being late for reviews or construction inspections, this does take its toll on some of the other items that we need to do.

A total of just under 400 hours were logged as hours for Development Services.

We are currently beginning the hiring process for the fire plans examiner position. This posting ended on the last Friday of the month. Based on the number of applicants, we will allow all applicants to move to the first part of the process to get a better idea of their thought process. We are hopeful that we can find a candidate that can assist in this position.

Existing Business Inspections –

As seen in the graphic above, all of the inspectors were out and about trying to make sure that these are getting done. A total of 291 inspections for the month is great. That equals to over 15 inspections a day completed by a minimum of four people per day. This number includes all types of inspections except construction inspections. Over 251 hours were logged pertaining to business inspections for a total of 224 occupancies during this month. This equates to roughly 9.9% of all occupancies that are in our current database.

Unmanned Aerial Vehicles (UAV) –

Along with all the other duties and responsibilities that this division has, we also have the awesome opportunity and privilege to operate UAV's.

This month we had a total flight of 35,702 feet in 124 minutes (2 hours, 4 minutes) of flight time, with just 10 flights. That averages out to be about 3,570 feet of flight every time the UAV is in the air; this also translates into just over 287 feet of flight per minute.

Responses/Investigations –

This month the number of responses that this division was involved in was 30. This took just over 22 hours of time to complete these calls. These ranged from response for fire alarms, and fire sprinkler issues, to investigation or technical assistance to the crews, business owner/operators, or homeowners. This was an increase from last month due to the weather-related issues that wreaked havoc on some of the fire protection systems.

Public Education –

As COVID numbers continued to change throughout the month of February, CRFD saw an increase in public education events and interactions with community members. The increase was across virtual platforms, as well as increases in other education opportunities as operating guidelines allowed.

A total of 9 events took place during the month of February making contact with 5,121 citizens. A total of just over 9.5 hours were utilized in conducting the events, presentations 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 took place.



February's public education events included virtual station tours, CPR BLS renewals with CRFD personnel and community members, fire drill observations, Zoom presentations covering safety in the home with area caregivers, Heart Health month education and participation in a post-secondary virtual career fair.

Educators worked with CRFD line personnel to create Heart Health month messaging for social media posts throughout February, which was National Heart Month. The posts provided education for community members about heart health among firefighters. Community members were encouraged to take similar actions to keep their hearts healthy, too.

Educators also participated in the Douglas County School District Postsecondary Readiness Expo 2021. The expo was open to DCSD students from February 15th to February 26th and provided students with an opportunity to explore many career options after high school. In the weeks leading up to this virtual event, CRFD educators created a profile specific to our department to showcase our organization and what it takes to succeed in the fire service.

Educators utilized videos, pictures and links to help students explore and learn about career opportunities with CRFD. Students accessed this information through a virtual exhibitor booth where students were able to communicate and email CRFD throughout the two-week event with fire service, career questions and more. The virtual platform allowed CRFD to reach over 5,000 participants during the duration of the event.



The virtual car seat program has continued into 2021 as an option for parents/guardians with car seat questions and installs. With varying COVID restrictions still in place, the preference is to do virtual car seat installs. However, there are still citizens bringing their vehicles to the stations to have car seats checked and installed in person. It is CRFD policy not to turn people away. When an in person install or check occurs at a station, it is done with the least amount of exposure for our team member and the citizen as well. Crews and administrative staff completed a total of 17 rear facing seat and 2 forward facing seat installs this month.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

During the last week of the month, we were able to host a class for our company officers (including our acting officers) focusing on initial arriving strategy and tactics on wildland incidents. This merged several NWCG courses into a three day, CRFD specific class that allowed our members to learn about these topics through the lens of our equipment, our staffing, our geography, etc. Thank you to Lt. Richardson and Lt. Moore for designing and delivering the class; and we appreciate all of the great learning and discussions from the attendees.

February also kicked off our annual wildland refresher training, and crews have been reviewing videos and scenarios, practicing shelter deployments, working on progressive pack hose stretches, and starting to get the required pack test completed.

Additionally, we'd like to thank FF/PM Kevin Travis for teaching the department's monthly EMS training, as well as the SimsUShare leads for facilitating the latest round of simulation trainings. We continue to evolve the simulations to become more complex while still allowing for the operations based discussions on shift. We are planning on the next round to be in early summer, but it is always available through the shift leads if you'd like some extra reps.

We continue to work through getting the foundation set for the move to Target Solutions, spending a large amount of time designing the admin side of the site to get it ready for some beta testing. We have engaged three crews to begin an end-user focused beta test that will last a couple of months prior to the full rollout of the application. As a heads-up, Target Solutions is rebranding into Vector Solutions...so you'll start to see the new name and logos populating the program.

In February, crews trained more than 2,171 hours on a wide range of topics to stay operationally prepared including EMS environmental considerations, protocols, wildland strategy and tactics, ground ladders, hose deployments, wildland refresher training, search, rescue, professional development, physical fitness, and much more.

Project Progress Report

We are currently working on the following projects:

- FTC projects
- PSTF North and South Building projects
- Updating Training Standards
- Video production project
- Target Solutions system implementation
- Supporting upcoming department level trainings
- New hire process
- Hosting several classes



WTC steel at the PSTF South Building



FFs Reed and Peery teaching at the academy



had a great time riding with the 154-C crew



wildland company officer class



wildland company officer class



wildland company officer class

Logistics Division:
Division Chief Jim Gile

Division Chief Commentary

The Logistics Division continues to be involved in many projects. During the month of February, we have had unit pre-construction meetings on site with Boise Mobile Equipment and in office with Osage Ambulances on replacement units for this year. We have also been working with various vendors on the arrival of replacement staff vehicles and new additions, such as the Fire Plans Examiner vehicle in the Fire Prevention Bureau. Additionally, we have held vendor meetings and demos with three manufacturers regarding the upcoming Self Contained Breathing Apparatus (SCBA) replacement project during the month of February. All of the vendors had interesting things that they brought to the table. Some of these include communications modules, thermal imagers and new 2018 NFPA requirements for breathing air packs. The Research & Development Team continues to work hard to come to a recommendation for purchase. All of the vendor meetings were hybrid in-person/virtual meetings, and they were recorded for the benefit of all. If anyone is interested in viewing the manufacturer presentations, contact your local R&D team member and they can direct you where to find them. This evaluation will continue in March with hands on evaluations of each air pack system. The Logistics Division was also made aware of a battery recall for the Victory Electrostatic Sprayers; we gathered all of the batteries, made a claim and have received replacement batteries back. They have been distributed to all stations and apparatus.



Logistics and Equipment Support Technician (LEST) Keegan has continued to handle the daily equipment, uniform, gear, tools and PPE movement and delivery. Annual testing and inspections continued in February with Hurst Rescue Tools annual service. LEST Keegan has also continued to be heavily involved on the R&D Team, and has been working to get radios to go along with and pair to the various communications modules on the new air packs. In addition, he has been coordinating with Douglas County radio techs on getting our radios reprogrammed for the new/renamed South Metro channels as well as enabling GPS capabilities on some.

Sr. Emergency Vehicle Technician (EVT) Jennings continues to handle the daily repairs and maintenance on all of the department's apparatus. Sr. EVT Jennings and Lieutenant Richardson traveled to Boise Mobile Equipment in Idaho for a pre-construction meeting on the two Type VI brush trucks. He also performed preventative maintenance service on Units 221 and 281 and found that both units needed to have alignments performed. This was arranged for and performed. Ben also replaced the front winch bumper on Unit 408. This unit was damaged during a deployment last summer. Due to the damage, we had Boise build a new bumper, and it was shipped to us. After getting the damaged bumper off the unit and unhooked from winch provisions, lights and emergency lights, it was found that the bull bars installed and welded to the new bumper by Boise, were wrong. This caused an unsafe condition where the low beam headlights were being partially blocked. We contacted Boise and sent them pictures. They are building and sending out a new bumper to complete the replacement. Ben also inspected Unit 121 after a write up and found broken rear springs. The unit was removed from

service and arrangements were made for replacement of the springs. This continues to highlight the need for engineers and acting engineers to be diligent in their daily inspections. The above work is in addition to the daily write-ups that are checked, inspected or repaired by Sr. EVT Jennings.

Division Project Report

PSTF South building projects
PSTF North building project
First Net Cellular project
Sierra Wireless gateway project
Master plan update
New staff vehicle orders
Covid-19 logistics and supply
Station 154 & 155 door raise project

Annual fire extinguisher testing
PAPR deployment
Extractor / Dryer project
New BC spec for 2021
Station 154 sewer project
Breathing air compressor testing
SCBA replacement project
Annual Hurst rescue tool service

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for January are 1,765. Year to date, 1,765 and the total since we began the program is 99,102. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Victory sprayer recalled batteries



Accreditation and Emergency Management:
Assistant Chief Craig Rollins

While February seemed to be a rinse and repeat of recent months, several of the standing COVID-19 meetings began to scale back or change focus to supporting vaccination clinics and planning for mass vaccinations.

For the most up to date information on current metrics and details or the level-specific guidelines and restrictions, follow the link below:

<https://covid19.colorado.gov/data/covid-19-dial/covid-19-dial-dashboard>

The DRAFT Master Plan is still with the Town Manager for review and comment, but has also been sent out department-wide. If you have any questions or comments please contact anyone on the Master Plan Team or me directly. As we have said before, given the scope and associated costs of the plan, there will need to be a lot of education given to the community and council members when this moves forward. Currently, we do not have a date this it will go to council, but are hoping to move forward in the 2nd quarter.

Calls for service

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	446		915		264		586	
Urban	317	68%	653	68%	190	72%	384	66%
Rural	85	18%	189	20%	52	20%	125	21%
Interstate	9	2%	31	3%	6	2%	19	3%
NO FMZ	30	6%	14	1%	1	0%	8	1%
Blank	22	5%	69	7%	15	6%	50	9%
Mutual Aid Calls	45	10%	44	5%	25	9%	90	15%
Aid Received	18	4%	8	1%	10	4%	25	4%
Aid Given	27	6%	36	4%	15	6%	65	11%