

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency 2017-2022*

## APRIL 2021 Monthly Report

**Department News:** Below are pictures of in person tours with the crews. Community interaction remained within CRFD protocols to keep community members and crews safe.



**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  
**April 2021 ...100%**

Of the 28 customer survey cards we received in April, 28 were of the highest overall rating of 5. Some of the comments we received read; *"Great team...Thank you for being professional, respectful and good spirited. During a time of great vulnerability, this was comforting & much appreciated. Thank you!"* Another read; *"Great attitude. Friendly and caring. Never felt unimportant. Please thank them for me."* Another read; *"Wife talked to 911 and they did well with instructions. Other services included the Police and Animal Control who were kind and polite."*

### **Call Statistics**

For the month of April, we responded to 436 calls for service. Last year at this time, we responded to 380 calls. This places our year to date calls at 1,807, which is 122 more calls or 6.8% higher than last year. Average calls per day for the month were 15.0.

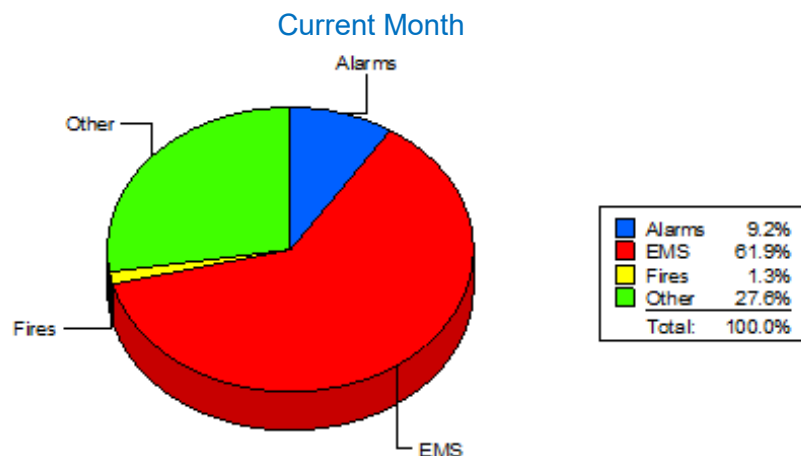
Of the 436 calls for service in April, 282 of the calls were for EMS. We had 251 patient contacts and transported 200 patients. This time last year, we had 149 transports.

### **Fire Calls**

During the month of April, we ran 7 fire calls compared to 6 in April 2020. We had 32 alarm calls, which is 5 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

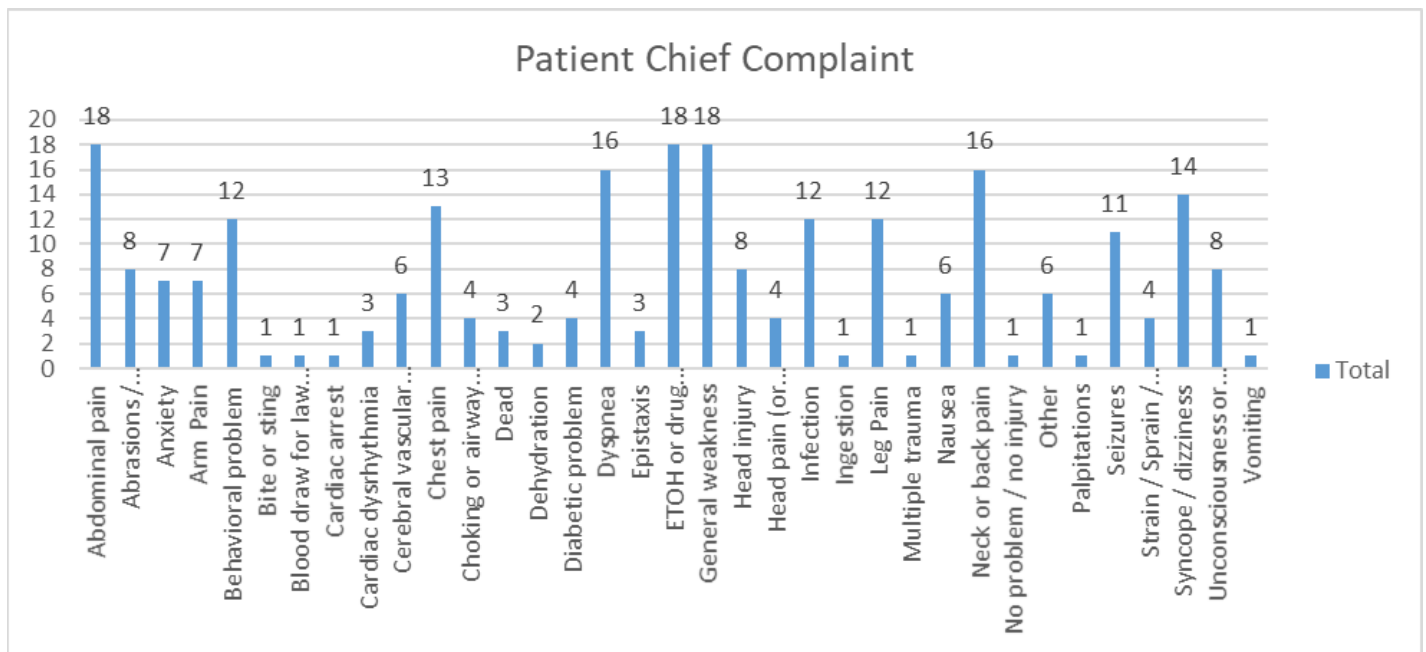
The chart below indicates call proportions for the month of April:

#### **Total Incidents by Category**



## Emergency Medical Service Calls

The most common EMS calls in April were for abdominal pain, Alcohol or drug issue and general weakness with 18 patients each. The second most common call type was for neck or back pain and dyspnea (shortness of breath) with 16 patients each.



## Measurable Outcomes

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

**March 2021...100%**

**April 2021...100%**

Monthly alerts called by crews and follow-up

**Cardiac Alerts 3** Transported to appropriate facility **100%**

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

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

**Sepsis Alerts 3** Transported to appropriate facility **100%**

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

## Significant Incidents:

- C Shift:** On April 7<sup>th</sup>, Engine 154 and Medic 154 responded to the Meadow Lark Drive area for a reported patient with chest pain. During transport, the patient experienced sudden cardiac arrest and CPR was started. The patient was treated with advanced cardiac lifesaving procedures and had a return of spontaneous circulation upon arrival at the hospital. The patient was treated in the emergency room and the cardiac catheter lab and experienced a positive outcome.

### **Deputy Chief Commentary**

To update everyone, we now have 94% of our staff that have received both of their COVID vaccinations. This is an outstanding percentage, and I truly appreciate everyone taking this as seriously as you do and working to ensure we continue to keep everyone healthy at home as well as at work.

State Executive and Public Health Orders have continued to be extended. Douglas County has opted out of the Tri County extension of their Public Health Orders. We continue to monitor the incidence and positivity rates, and stay current and comply with orders and guidance at state, regional, and national levels, with issues pertaining to the pandemic. We anticipate that there may be more changes that occur in May, and we will make adjustments accordingly.

The Sleep Study and Health Team continues to meet and will be doing some education and meetings with each crew in person. Once that is completed, we will move forward on the items identified. Lieutenant Osborn continues to work with the Safety Team on highway incidents. More information should be available after their next meeting. Companies continue to slowly re-engage in multi-company trainings as well.

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, all members in Operations have participated in the annual physical fitness pack test specific to a person's job description. We continue to work with the beta test group to review and analyze another option that members may complete instead of the pack test.

In April, members were involved in physical fitness for a total of 349.50 hours, and an overall average of 22 members working out per shift. 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**

The pandemic Dial 3.0 ended in April, a return to local orders and guidance occurred, and no, it wasn't an April Fool's Day joke. The Douglas County Board of County Commissioners opted out of any Tri-County Health guidance, so we only have to follow any remaining state mandates, i.e. masks. We have adapted as allowed, we need to remain diligent in following all current guidance and public health orders as it applies to masking, social distancing, and gatherings, and I believe we may see an end to most state restrictions soon. We do appear to be in a "4<sup>th</sup> wave" with higher positivity rates and incidences per 100k, as well as higher hospitalization rates, so please continue to practice good hygiene, decon equipment, apparatus, and stations as directed, and take the appropriate steps to limit your exposure whenever possible. We're getting there.....

We continue to work with the Training Division and Castle Rock Water on the issue of our MS-4 compliance for water used at the FTC. We have received estimated costs, and we are still 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 be performing some sampling of FTC runoff during a live fire evolution in May to determine if there are any levels of PFAS in the runoff. Once the sampling is complete and results received, this will drive the decision on how to proceed.

As for the 2021 Legislative session, we have been working hard to amend the ketamine bill that was intended to eliminate, or at least severely restrict, the use of sedatives in the prehospital setting. Working with EMSAC, the Colorado Chapter of NAEMSP, the State Fire Chiefs, CPFF, and others, we have been somewhat successful in getting amendments to the bill. It did pass out of the House Judiciary Committee Hearing in late April, and we will continue to do our best to attempt to get it to a point where it won't impact our overall ability to use ketamine in the field.

We recognized Division Chief Bersagel-Briese and a number of other town employees who assisted with the 9-11 WTC Memorial at the PSTF South building with an Applause Award. Starting in 2015, Chief Bersagel-Briese began working on acquiring a piece of WTC steel to display as a memorial here in town. After six years of effort, the memorial, designed with the WTC steel on a pentagonal base to commemorate the Pentagon as well, was completed in March. It is an excellent public art addition to the Town, and it is certainly timely considering this year will be the 20<sup>th</sup> anniversary of the September 11<sup>th</sup> attack.

### **Fire Chief Commentary**

The 2022 budget process began in April, and we submitted our budget requests by the April 9<sup>th</sup> deadline as requested. These included not only 2022 requests, but also future requests through 2025 as part of the balanced financial plan. All of the current challenges listed in the Master Plan were included in the 2022 requests as well as some future challenges for planning purposes. We now move into the evaluation and discussion phase of our budget requests, and we will see how this all plays out.

We have been given preliminary approval by Town Manager Corliss on some additional funding for one-time expenditures for upgrading and installing station security cameras at stations 153 and 155 as well as some other smaller items. Once we receive final approval, we will begin work to get these items purchased and in service.

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

- The Master Plan will be presented to Town Council on May 4<sup>th</sup>. As they saw a number of the requests from it in the Town Council study session, this should be a relatively short presentation on how we got to these requests, and then we'll ask for their adoption of the plan. Please remember that even if the plan is adopted, this does not automatically mean it is funded, so we will have to work through those issues in each budget cycle.
- Tract K wildland mitigation is pretty much completed. We are following up on one small area around the water department's building to ensure that the project is complete. We will provide a tour to Mr. Corliss and any other department director or council member who wishes to visit the site once the site dries out.
- Our community wildfire mitigation plan contractor who drafted the community wildfire protection plan has been re-engaged and is in the process of updating the plan. Once the update is complete, 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.

In a joint effort with CRPD, we supported their request to acquire a driving simulator to be placed at the PSTF South building. This particular simulator can be interchanged and configured as a patrol car, SUV, or fire apparatus (Pierce specific). While it meets numerous needs for PD, it will also serve some purpose for us with the apparatus sim portion. It will be placed on the PD's side of the south building, and they hope to have it operational by the 4<sup>th</sup> quarter.

## **Life Safety Division:**

**Division Chief Brian Dimock**

### **Fire Marshal Commentary**

April in the Life Safety Division was a bit like the weather during the month - a bit erratic and unpredictable. The Fire Prevention Officers (FPOs) returned to 48/96 shifts and have been settling into the shift routine again while trying to maintain the high load of existing occupancy and construction demands facing the Division. Specific fire inspection data will be addressed later in this report.

As noted in March, we concluded our testing for the Fire Plans Examiner position with no one meeting the minimum requirements or providing us the needed experience to move forward. Chief Croom and Development Services Director Tara Vargish provided authorization to post for another FPO position to meet the global needs of the Division. This internal posting resulted in two applications being received for the position. We are currently working through the initial testing phase of the process.

Life Safety Education efforts have also noted impacts with the warmer weather, reduced COVID restrictions, and more daylight. These impacts have been a welcomed theme for CRFD and public education during the month of April. The specifics of the Life Safety Education efforts are noted later in this report.

### **Key Life Safety Issues –**

With the change in the COVID restrictions in Douglas County, we have seen the return to normal business activity within many locations in Castle Rock. Citizens continue to keep us apprised of businesses that have changed their operations due to variety of circumstances, and their concerns continue to be evaluated by the Life Safety Division staff.

### **Fire Prevention Bureau –**

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

- 145 plan reviews, consisting of 134.25 hours were completed by two (2) staff members.

**Inspection** activity (New construction and Existing Occupancy) inspections continued with an increase over the past month as noted below:

- 412 inspections, consisting of 303.4 hours were completed by five (5) staff members.

**Overall** all the members of the Life Safety Division logged:

- 1,130.5 total hours of Life Safety Division activity.

### **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 April, the Division, through many of the inspections noted above, touched a total of 231 occupancies with fire and life safety guidance.

### **Unmanned Aerial Vehicles (UAV) –**

In April, 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:

- 12 Flight missions, consisting of 36,626 flight feet, with slightly over 84 minutes of air time.

In addition, the pilots received a training module that contained some significant FAA UAV regulation changes.

### **Responses/Investigations –**

During April, the Life Safety Division was involved in the following response related activity:

- 5 response assists to the Operations Division responders consisting of slightly under 5 hours, and 14 additional hours of Fire Investigation time.

### **Public Education –**

What do warmer weather, COVID restrictions and more daylight all have in common? Change, which was a welcomed theme seen for CRFD and public education during the month of April.

A total of 11 events took place during the month of April making contact with 68 citizens. A total of 7.75 hours were utilized in conducting the events, CPR classes 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.

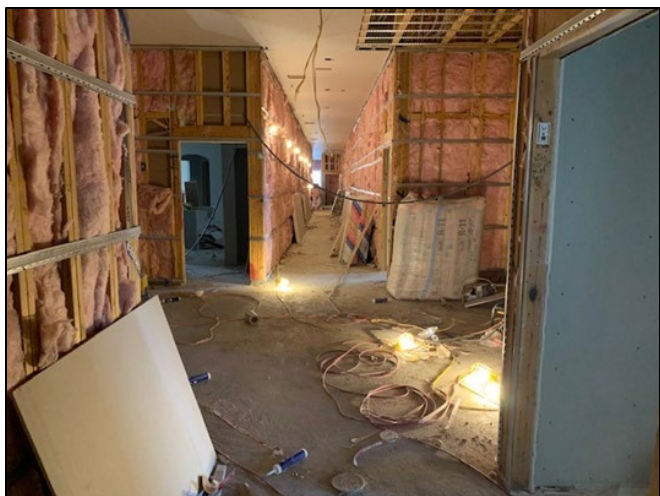
Eight of the eleven events involved in person station tours and or meetings with crews in the community of Castle Rock. These interactions with crews were a helpful indicator in gauging changes in comfort levels of community members as things slowly start to open up again. Public educators saw an increase in scheduling requests for upcoming public education opportunities. Crews and public educators also noted an increase of walk in tours from community members that were more informal in nature. Community interaction remained within CRFD protocols to keep community members and crews safe and limit exposure.

In an effort to spread the word about CPR education and the PulsePoint app, the public educator's vehicle was more visible around different areas of Castle Rock this month. Public educators collaborated with other Town departments and county entities to increase visibility of the messaging on the vehicle. Throughout April, the vehicle was taken to high traffic areas and events, such as the Castle Rock Rec Center and the Douglas County Fairgrounds. CRFD's Pulse Point App subscription increased by over 139 subscribers by the end of the month.



Public educators sought opportunities to better the community CRFD serves by completing and submitting several grant applications during the month on behalf of the department. The grant applications and submissions included: an AARP grant for a Knox HomeBox program within the Town and a grant for additional Stop the Bleed training kits for the department. Recipients of these two separate grants will be notified by summer of 2021.

Crews and administrative staff completed 28 car seat installs during the month of April. These installs were comprised of 15 rear-facing seats, 10 forward facing seats and 3 booster seat installs. While the virtual car seat program is still an option for parents/guardians, in person car seat checks at stations represented the majority of car seat checks this month.



Corridors obstructed during construction with storage and wiring. Access and egress must be clear during all construction.



Hydrant blocked by construction materials placed on sidewalks in a development with occupied home.



Access road complaint at a construction site, roadway was blocked.



Non-Approved extension cord removed from an assisted living home during an inspection

## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

In April, we saw many projects hit their stride, notably the start of the training at the Acme Brick site. In the middle of the month, we welcomed Jason Fritch, Kevin Reed, and Derek Wehling to the temporary assignments with Training; and we appreciate the support from Operations for this project. They worked for several weeks getting the site up to speed and designing trainings, and have rolled out the first training to the shifts – focused on property familiarization and a search & rescue drill. In order to maximize the opportunity with the property, we'll be putting all sorts of trainings together over the next few months spanning all aspects of our jobs – including looking into bringing some nationally recognized instructors to the site. It'll flip the Master Training Calendar a bit upside down, but we'll have a lot of fun engaging the Acme site with these trainings.

Our new hire process continued with panel interview this month. We brought in 53 candidates, and interviewed them over the course of three days. We are creating an EMT list and a PM list, and will be pulling from these lists to fill two anticipated positions. The Town has approved the department to fill those two spots so we can minimize the downtime between opening and firefighter through the academy. As such, we are planning to put two recruits through the fall West Metro Fire Rescue (WMFR) academy that begins on August 3. Speaking of academies, Josh Kenney continues to perform very well at the WMFR academy and will graduate on May 7. He will then spend about a month going through IV class, getting car seat certified, and getting oriented to CRFD practices and equipment.

This month also featured hazmat training that was geared towards getting everyone through the post-2017 JPR standards. We'd like to thank the hazmat leads, specifically Kevin Travis, for organizing and putting on these trainings. We also had the next incident command level training, focused specifically on the build out of a wildfire incident beyond the initial response. The BCs, ABCs, and DVCs participated in the training, with much thanks to Patrick Richardson and Mike Moore for facilitating the discussion and the sims.

FTC Update: The new gate was installed and will soon have the privacy slats fully installed. The FTC Team is also working on finishing up the new front door; as well as tightening the structural bolts throughout the building. We also spent time with the Firefighter Survival leads and toured the WMFR props for design considerations for survival props at our site. Additionally, Jeff and I toured the ventilation prop in Estes Park and have a working concept for our new ventilation prop.

We have a member that will begin a light duty assignment towards the end of the month, and will be helping us with the backend needs of the move to Vector Solutions. We will be standing up the beta group soon, and are still on target for an early July move to the platform.

In April, crews trained more than 2112 hours on a wide range of topics to stay operationally prepared including the annual leadership training, clinical decision making, VES, water rescue, stroke protocols, hazmat, search and rescue, SCBA review, 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



Q155 assisting at the WMFR academy



Incident Command Wildland Training



Hazmat JPRs/Scenarios



New gate at the Fire Training Center

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

### **Division Chief Commentary**

The Logistics Division has continued work on many projects through the month of April. This has included more work on the SCBA replacement project. After completing the evaluations in March, work was done with the help of other R&D members to compile the data into a form that would allow the committee to compare the results between the various manufacturers. In addition, it was decided that a second evaluation with a smaller sample size needed to be conducted to allow the committee to focus efforts in one direction or another. This second evaluation comprised of a “blind taste test” as it were. This allowed us to determine if there was any perceivable difference between 4500-psi air packs and 5500-psi packs. What was found during this is that there was not a perceivable difference. A third component to this second evaluation was whether there was any benefit to short stubby bottles as we have had for the last 10 years. This information was compiled and presented during the R&D quarterly meeting on April 28<sup>th</sup>. I would like to thank Firefighter Wehling for his work and assistance on this. With this information, the R&D committee will continue work to develop the new air pack specification for Castle Rock Fire & Rescue.



Logistics and Equipment Support Technician (LEST) Keegan and Sr. Emergency Vehicle Technician (SEVT) Jennings continue to handle the division work assigned to them. This includes the ordering and stocking of needed supplies. LEST Keegan and I met with Home Depot Pro representatives, along with Town Facilities personnel on ideas to streamline our station cleaning supplies and such. We also met with our local Bauer breathing air compressor representative and toured the compressors in our stations. This was done in order to better plan on needed upgrades or replacements within the district. SEVT Jennings continues to handle all of the repairs and maintenance on the departments' heavy apparatus. Most recently, he also worked with Town Fleet to make sure all of the brush trucks were serviced and ready for wildland season. In addition, work continued on the heavy fleet with Quint 155 being returned to service and Quint 151 taken into the shop for preventative maintenance service and some body repair from previous damage this winter. Jennings has also graciously been assisting Arapahoe County with a SWAT Medic unit they are putting together. In addition, he has been assisting Lieutenant Richardson and me on the new brush trucks in process.

In other Logistics Division news, we were finally able to deploy the new smart phones to all of the apparatus, thus replacing the flip phones. This was a large project to accomplish, and we had to work in conjunction with Town DoIT to make it happen. The part that took some time was using Mobile Iron in order to make all of the apparatus phones look the same. That is so they all have the same apps and contacts in the same places. Now that the apparatus phones have been deployed, we will continue to work on other technology projects that were scheduled for this year. As everyone knows, the COVID pandemic continues to have far reaching effects, and now we are seeing shortages in supplies across all areas. This includes computer chips, foam for recliners or mattresses, radio replacements and such.

### **Division Project Report**

PSTF South building projects  
PSTF North building project  
First Net Cellular project  
Sierra Wireless gateway pilot  
Master plan update  
New staff vehicle orders  
COVID-19 logistics and supply

SCBA replacement project  
PAPR deployment (complete)  
Extractor / Dryer project  
New BC spec for 2021  
Station 154 sewer project  
Station 154 & 155 door raise project  
Assist Palmer Lake Fire with apparatus issue

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for March are 2,157. Year to date, 6,210 and the total since we began the program is 103,548. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



## **Accreditation and Emergency Management:**

**Assistant Chief Craig Rollins**

April continued to see a reduction in the number and frequency of COVID-specific meetings, and time dedicated to the COVID-19 response and recovery was roughly 18% total hours logged. Most of the meetings are focused on the ongoing vaccination efforts, recovery, "return to normal," and expected changes to public health orders.

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 Master Plan is scheduled to go before Council on May 4<sup>th</sup>, 2021. If approved, additional work will be required to identify and secure funding or funding sources as thresholds within the plan are met.

Next steps in our accreditation process are the updating of the 2016 Risk Assessment, annual update of the Standards of Cover, and the development and submission of the CPSE Annual Compliance Report (due 6/15). If any department members are interested in participating in assisting with any of these efforts, please contact me.

The department had two CFAI peer assessors active in the month of April, both as a replacement assessor due to team staff issues. I was assigned as team lead for an agency in Michigan with a visit scheduled for early May. Lt. Moore was assigned as a peer assessor for a California agency with a visits scheduled in early May. CRFD has two more members working on their CFAI peer assessor credentials. Lt. Rettmer and DC Martin have completed the Quality Improvement through Accreditation course, and will complete the Peer Assessor class in May. The department will host an in-person three-day Quality Improvement through Accreditation course in August. If you have any interest in attending, please see me so we can talk about your goals. The more members we have with the knowledge, understanding and are active in the accreditation process, the better we will become (administratively and operationally).

Lastly, we have been monitoring our call processing times for a while. With the cooperation of dispatch, we were able to identify a CAD reporting issue. This issue has been inaccurately reporting the call processing time. We have been assured that the CAD vendor has been made aware of the issue, but it will not get fixed until the next software update, at the earliest. In the meantime, a work-around has been developed to manually export the correct CAD data and import the data into StatsFD to ensure accurate reporting. A next step will be to investigate if the corrected data can be loaded into EIS.