

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

March 2020 Monthly Report

Department News: Below are pictures of the rescue of a victim that fell from a cliff. The patient was taken to a local hospital. Thank you to members of the Castle Rock Police Department for their assistance.



Operations Division: Deputy Chief Rich Martin

Customer Service:

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

Of the 21 customer survey cards we received in March, 19 were of the highest overall rating of 5, and 2 had a rating of 4. Some of the comments we received read; *"You guys were steady and empathetic in a hectic moment. Our kids have a positive view of emergency service because of you."* Another read; *"I appreciate the care & kindness shown when I was in a very painful situation. I felt heard & my wishes respected. Thank you."*

Call Statistics:

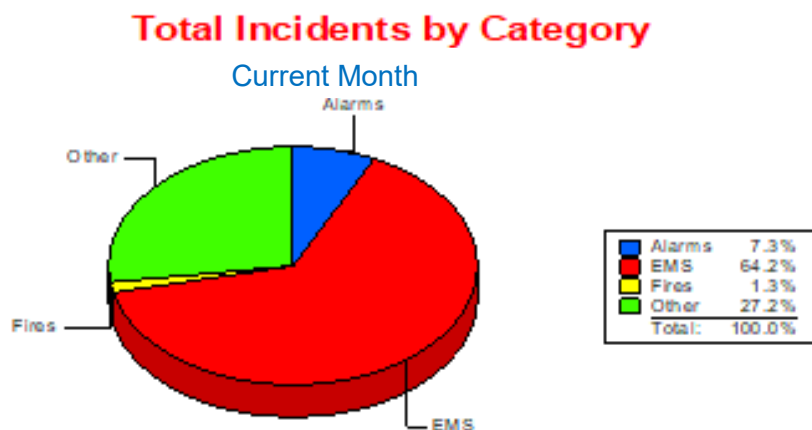
For the month of March, we responded to 409 calls for service. Last year at this time, we responded to 438 calls. This places our year to date calls at 1,305, which is 114 less calls or -8% from last year. Average calls per day for the month were 14.3.

Of the 409 calls for service in March, 267 of the calls were for EMS. We had 240 patient contacts and transported 183 patients. This time last year, we had 199 transports.

Fire Calls:

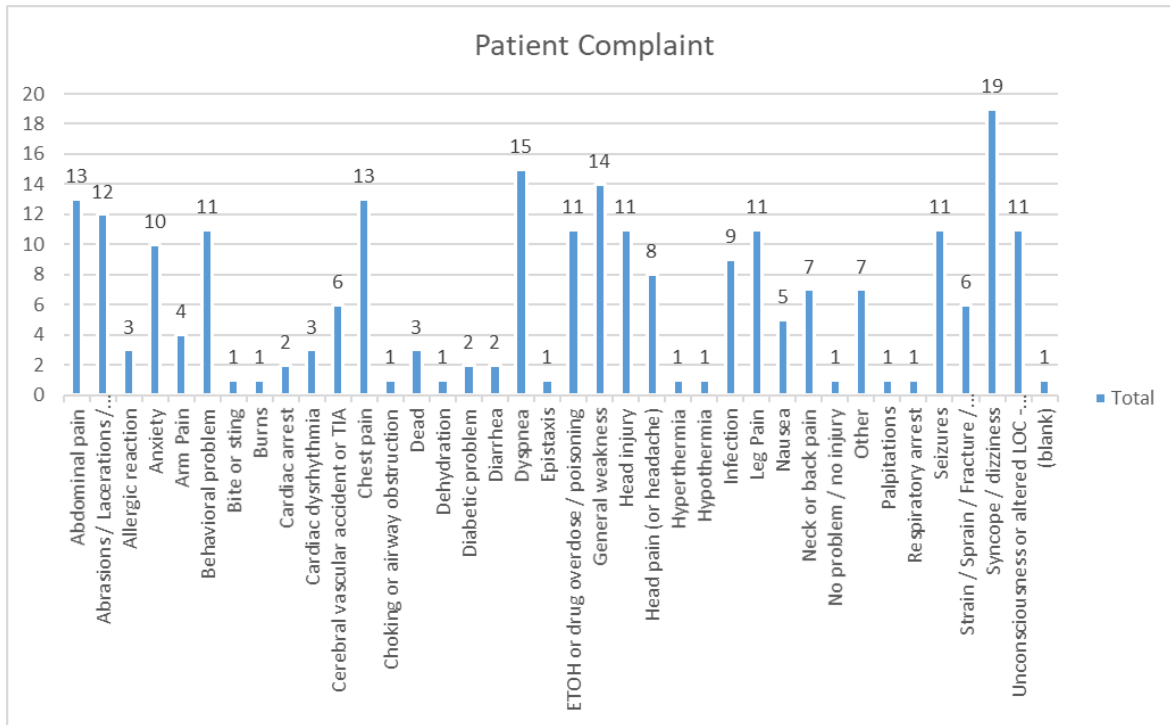
During the month of March, we ran 5 fire calls compared to 4 in March 2019. We had 39 alarm calls, which is 10 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in March were for seizures with 19 patients. The second most common call type was for dyspnea with 15 patients.



Measurable Outcomes:

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

February 2020...100%

March 2020...100%

Monthly alerts called by crews and follow-up

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

Trauma Alerts 0 Transported to appropriate facility **N/A**

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

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

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

Significant Incidents:

- C Shift:** On March 25th, Engine and Medic 153 responded in the Founders Village area to a reported patient that fell and had an injured leg and ribs. Further information reported that the patient fell 20-30 feet off a cliff. The call was changed to a high angle rope rescue and Battalion 151, Squad 154 and Chief 152 all added to the call. The patient was found in the Mitchell Creek Canyon. The patient was accessed, treated, packaged and removed to an awaiting ambulance. The patient was transported in stable condition to a local hospital. The fire department was assisted by the Castle Rock Police Department.

Deputy Chief Commentary:

As we are all aware, this month has been challenging in so many ways with the spread of the COVID-19 virus. The most common phrase we hear from everyone right now is, "I have never seen anything like this before!" This situation continues to change daily and sometimes on an hourly basis. We have made numerous changes in our operational readiness and response plans. As this pandemic began to take hold in the metro area, we worked with Tri County Health to be notified of any patients that have had a confirmed diagnosis of COVID-19 within the town and district to be placed in CAD (Computer Aided Dispatch) for the safety of our members. After navigating several challenges, we were able to receive this information. Currently, should we get a call, our crews are notified via dispatch, so our crews can prepare prior to arrival.

Our personal protective equipment (PPE) supply is at a marginal level right now. Like everyone, it will not last forever. We have been very fortunate to receive some supplies from the state and national stockpile as well as from local citizens and businesses. For this, we are extremely grateful. We will continue to work diligently to ensure we are able to maintain a continual supply for our personnel.

Currently, Chief Croom, Chief Rollins, and I are parts of numerous local, regional, state and county level groups working on this pandemic.

We have added an additional medic unit that we have transformed into a unit to be specifically used for transporting patients with either suspected or confirmed COVID-19. We have removed a lot of the equipment and sealed the back from the front of the ambulance. It is still advanced life support capable. When this unit is deployed, it is thoroughly decontaminated after the transport. In deploying this unit, we have been able to keep the primary ambulances in service for the continuing emergency medical calls we are responding to.

Our call volume remains approximately 7% below last year.

Firefighters Compton and Murphy have completed their clinical portion of paramedic school with Westminster Fire Department. With the current pandemic, the state has allowed them to function as a paramedic until testing stations are allowed to open again. They will be orienting to our EMS program and once that is completed, they will be cleared by Dr. Luyten to function provisionally as a paramedic independently.

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

We continue to work with Legal on the EMS billing agreement.

We are continuing to focus on all of our EMS alerts, (Cardiac, Sepsis, Stroke and Trauma) from initial contact through transport to the appropriate facility, hospitalization, and ultimately discharge from a health care facility. This is achieving one of our accreditation recommendation goals for our EMS Improvement Plan. We are starting to gather more data now from the receiving facilities.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Uncharted waters, unprecedented times. That is probably the best way to sum up last month as the COVID-19 pandemic hit with full force the first week of March. As a result, our lives have changed in ways we probably never imagined.

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

I do want to commend everyone for their efforts over the last month! We have had so many things change to include, but not limited to, a decreased call volume, restrictions on training, elimination of pub education, elimination of all non-essential purchases, and an increase in cleaning everything all the time. These will continue to be challenging times, we will persevere, and we look forward to the day when we can get back to some level of normalcy. Hang in there as you all are doing a great job!

On another note, the PSTF North building is still moving along well, but COVID-19 has slowed the process, and the completion date has been pushed back to the first part of May. It looks great, and it will be a great asset to the Town.

Fire Chief Commentary:

As a standard reminder about space at the South Building, we have both large bays, the room on the first floor for storage, the mezzanine on the 2nd floor to the large bays, and the south side offices on the 3rd floor. The police department has the small bay, the mezzanine on the 2nd floor to the small bay, and the north side offices on the 3rd floor. Common spaces include all bathrooms, the 3rd floor conference room, the 3rd floor kitchen and copier area, and the 3rd floor reception area. Please respect each department’s assigned spaces, and do not use spaces not assigned to our department.

With the advent of COVID-19, some other things that were being worked on for the next couple of months have been put on hold. We are still on track to submit our 2021 Budget requests, but our work on our SOGs and revisions and the finalization of the 2020-2024 Master Plan have all slowed or been placed on hold. There is a lot going on as it relates to the pandemic, so we will continue to do our best to keep you informed.

Admin continues to work with many different partners on issues such as communications, homeland security, and legislative issues at the state and national levels.

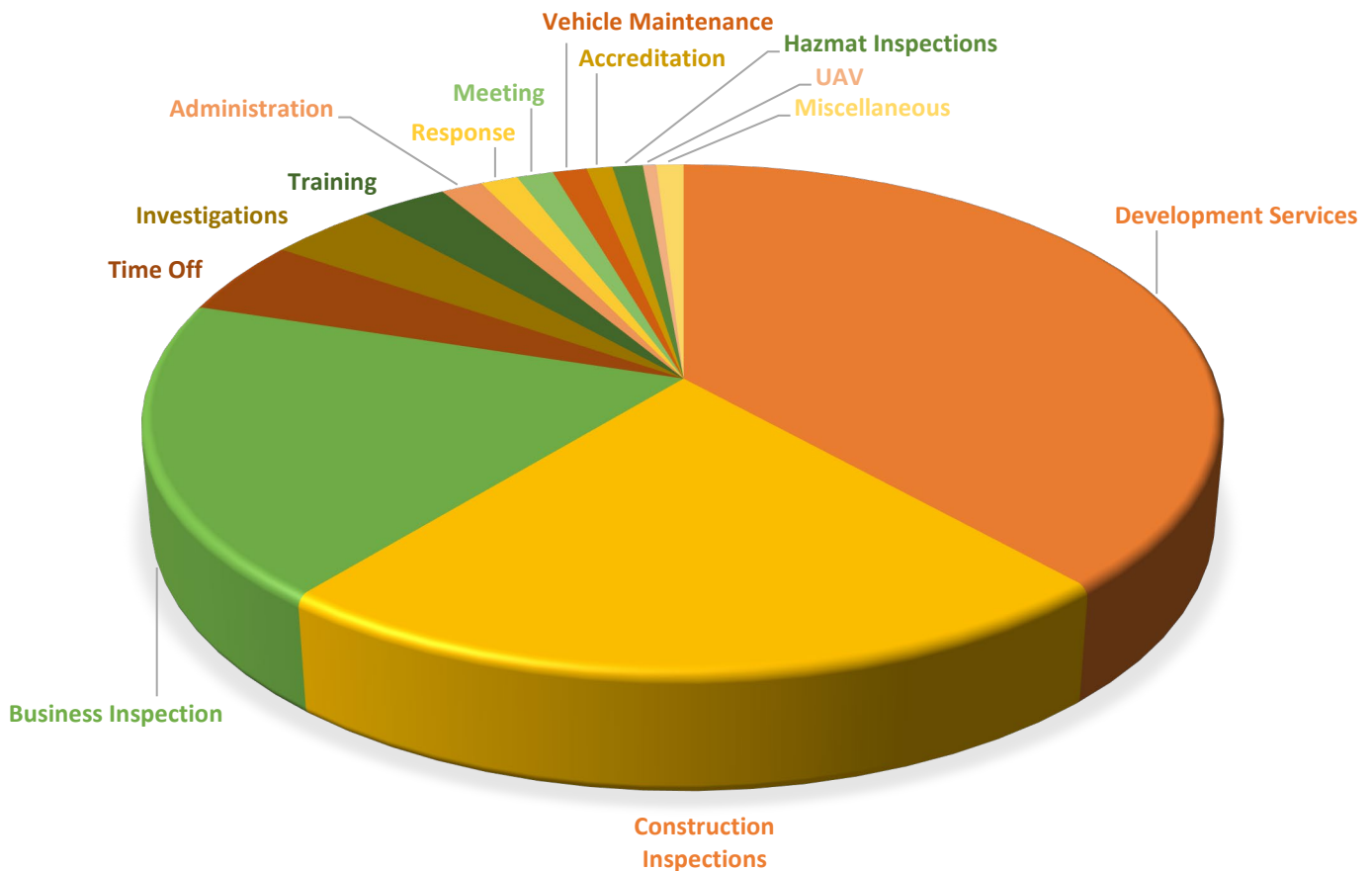
Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary:

It is very important to understand that the world of code enforcement has so many terms that the general public may not understand. "Cricket" is a ridge structure designed to divert water on a roof. "Squeegee" is a 1/4" or less aggregate material. It is about the size of a BB pellet with a small amount of sand in it. This month, however, the world of code enforcement and the rest of the world learned words that were not familiar to either of them like social distancing and COVID-19.

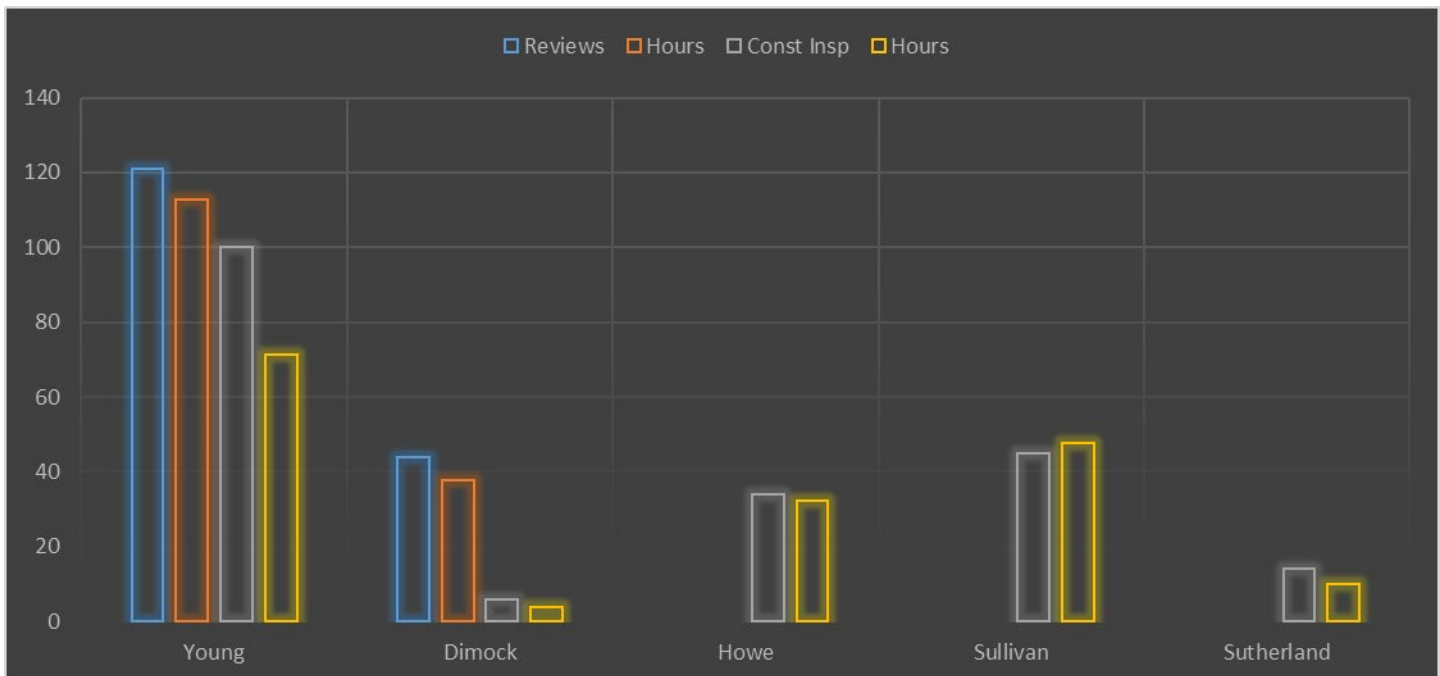
Although the construction within the Town did not seem to slow down because of this pandemic, it did take its toll on some of the normal everyday activities that we perform. Some of this division were allowed to retreat to the safety of their homes, and perform some of their daily functions there. Others were still required to stand firm and continue on with the tasks that were required all the while being given the opportunity to keep safe. This division still continued with construction inspections, but discontinued existing business inspections unless there was a necessity. We changed the way that we did these construction inspections, such as keeping our distance from each other and only allowing essential personnel in the area that was being inspected. We discontinued CPR classes, public education events, and car seat installations in order to protect the public and the team members that perform these tasks.



Fire Prevention Bureau –

Over 516 hours were logged this month directly tied to the development within the Town and district. Over 150 hours were consumed completing a total of 165 plan reviews, this being pretty much split in workload by two reviewers. This is a 73% increase in reviews with an unknown reason for this increase. As for construction inspections, we completed 199 construction inspections during 191 staff-hours of time.

The construction industry has not seen a slow down at this time and is not showing that it will slow down in the near future. Many things had to change to try to enhance the safety of our team and our partners. First off, the fire prevention officers that were working on shift with the firefighters have moved to doing construction inspections during the day when needed and then being on-call from their residence in the evening. This increases the timeframe for a response, however, it allows these team members to decrease public contact. We are only going to sites that have requested us to be there to reduce the amount of public contact. We are ensuring that all protective personal equipment is being used to include social distancing, safety glasses, limited to no physical contact with contractors, and, most recently, cloth masks for any public contact.



Existing Business Inspections -

A total of 71 inspections were logged for this month, which is a decrease of approximately 44% due to the request to limit public contact and attempt to work from home. 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.

Of these inspections, 10 were correction notices, 34 were follow up inspections, 6 were hazmat inspections, 17 were primary inspections, 4 pre-citation inspection issued, and no special event inspections this month. These do not include the construction inspections that are mentioned above.

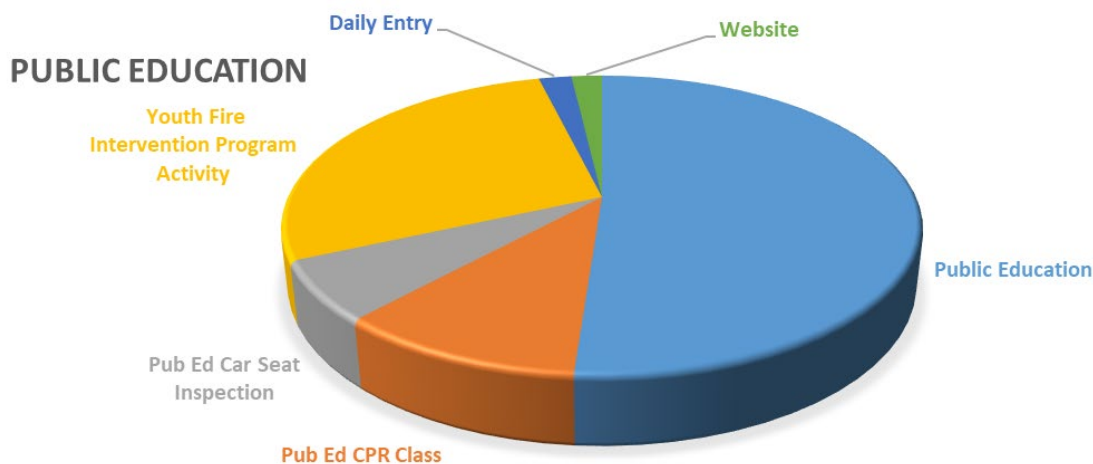
Investigations –

This month, we reduced the number of responses down to 11 calls. This took 11 hours of time to complete these calls.

This reduction is due to COVID-19 as we are trying to have the crews call the fire prevention officer to handle this over the phone versus responding and risking the exposure to another member of the team. While this does not always work, it allowed for a slight reduction in responses.

Public Education –

When the news of this pandemic came in, it had a huge impact on public education as we knew it. We no longer were scheduling tours of the firehouses or accepting requests for the crews to meet at the schools and present information regarding fire prevention. This was an overnight thing that caught us by surprise. The one thing that has come out of this is that we are trying to figure out how to do things more with video and virtually to allow our external customers to get the fire safety messages while they are obeying the stay-at-home request. This has changed our messaging as well, talking about ways to reduce the spread of this virus, and the need for social distancing and other items as they come out.



Another item that we saw a reduction in is car seat installations as this had its concerns from the start about fear of contamination.

Our fire/life safety educators were allowed to continue to work from home to allow them to obey the stay-at-home recommendation. They are currently working on programs that they did not have time to do prior. One continues to be at meetings virtually with community relations to keep up-to-date on information around the town. The other is working on a very important program, trying to update the information on not only this program, but also updating the information that was gathered during business inspections performed earlier in the month.

During the month of March, the department only participated in 2 events, contacting six adults during the event. It should also be noted that we, as a department, only installed 10 car seats as of last count.

Unmanned Aerial Vehicles (UAV) –

The COVID virus is very real and scary stuff, however, this does not allow everything to stop doing what needs to be done.

Prior to the month of March, a contractor requested to be allowed to do some earthwork that would require blasting with explosives in an area that is populated. This request was looked at with much scrutiny based on all the other issues that have happened during the first part of this year. Requirements were set and the contractor agreed to these requirements and has been doing a very good job of keeping up with their agreement.

This has required that all blasting be video recorded from an aerial platform (UAV) to document blasting and ensure that all items are being met at all times. This has increased our flight minutes for this division as seen below.



A total of 105,530 feet were flown, which is an 80% increase over last month. A total of 509 minutes, or 9 hours, of flight time was recorded during this month as well. This was a 112% increase over last month's flight time.

This provides so much information and intelligence regarding this blasting, as well as the other responses that we flew for. This month included a missing person and an injured person as well.

This requires that all of the pilots are ready at a moment's notice to fly no matter the weather or time of day to provide safety to the public servants and the public that we serve.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

In the Training Division, we have been working to evolve along with the department to better suit the needs of the members in this current climate. A lot of trainings, tests, classes, and drills have already been cancelled or postponed, including all state level testing, the engineer promotional process, the Fire Officer 1 course, and many others. While these cancellations and postponements are necessary, they are a morale hit, and we are working to fill those gaps as appropriate. The crews are continuing to do excellent training and preparation at the company level, and we look forward to opportunities to help that continue.

Several members completed their Acting Lieutenant Task Books and have been cleared to perform as ALTs; congratulations to Mike Lake and Steve Coffin! Earlier in the month, five of our members were able to complete their Blue Card certification by attending a three day Command Training Center session at South Metro. Congratulations to Mike Lake, Nate McConnell, Steve Patik, Nate Peery, and Steve Coffin on completing the Blue Card process!

I had the unique opportunity to participate in the Department of Homeland Security's Project Responder 6 Technology Focus Group. We spent two days discussing current and future public safety needs as they relate to topics like 5G, augmented reality, AI, smart textiles, 3D printing, quantum computing, nanoparticles, biometrics and DNA, digital forensics, the dark/deep webs, autonomous vehicles, social media datamining, the internet of things, and UAS/C-UAS.

Among other things this month, we continued to work on the new hire process, hosted company level drills, continued to develop training videos, attended the Inspired Leadership training, attended a Town Council meeting, participated in a PSTF North Building meeting, and met with our training counterparts from Larkspur and Franktown. In March, crews trained more than 2046 hours on a wide range of topics to stay operationally prepared including elevator emergencies, hose evolutions, infectious diseases, driver operator JPRs, infection control, aerial master stream evolutions, company arrival drills, rope rescue, EMS protocols, drug calculations, physical fitness, and much more.

Project Progress Report

We are currently working on the following projects:

- Updating the department Master Plan
- PSTF South Building projects
- SOG reviews
- Video project
- New hire process
- Supporting upcoming department level trainings
- Accreditation 5K needs
- Hosting Fire Officer 1 class
- Department SimsUShare training

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary:

March has proven to be both a busy and challenging month for the Logistics Division, as it also has been for the Department. Midway through the month after observing the movement and effect of the Covid-19 pandemic around the world, CRFD, the Town, and the State was thrust into the middle of it as well. Much of our work this month has been dedicated to acquiring supplies and PPE for our members to operate safely, in addition to normal ongoing duties of the Logistics Division.

PSTF North building build is on going. Work continues on the exterior of building. Exterior grading, curb and gutter as well as drainage channel are being worked on. On the interior, plumbing, electrical, framing and drywall been completed. Interior paint, drop ceiling grid, bathroom tile and HVAC are being completed. Concrete floor polishing and garage door install are taking place the last couple days of the March. The construction site was shut down temporarily due to a report of a person onsite showing COVID-19 symptoms. The site was closed for disinfection the week of the 23rd, and reopened on the 31st. The site was cleaned and disinfected by Belfor Property Restoration. It is unknown at this point what this shut down will do for the time line of building completion.

SST Keegan, Sr. EVT Jennings, and I have all worked to acquire PPE in various forms for the protection of our members. This has included everything from N-95 masks and respirators to Tyvek suits and even rain gear if needed. A cache of PPE has been established at the PSTF, and we continue to look for sources of needed supplies. We were able to acquire a Clorox 360 electrostatic fogger from the MAC for our use during this time. Its primary use is to disinfect EMS 152 after a transport. In addition, we have used it to disinfect the common areas at each station. We also have, and will maintain, a good stock of Bleach and other supplies for cleaning and disinfecting. We have had numerous donations: N95 masks, filters, Tyvek suits as well as various foods and beverages from local companies as well as citizens.



Cases of Tyvek suits

Representatives from Low Voltage began running wiring for the station alerting upgrade at Station 155. The fuel con-vault was delivered to Station 155, and the pump, caps and vent have all been installed. Town facilities department is pulling permits along with a contract electrician to connect pump to electrical at Station 155.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) numbers for March are 12,811. Year to date 19,790, and total since we began the program 80,400. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

March proved to be a challenging month in every aspect imaginable. The month started with three members attending the 2020 Excellence conference in Orlando, FL. The conference provided several days of valuable education and networking opportunities. However, the COVID-19 response and discussions were already beginning to take center stage. Almost immediately after returning, I began working with the Douglas County Office of Emergency Management (DCOEM) on their response and planning efforts. As of Wednesday, March 11th, per Chief Croom, I was detailed to the Douglas County Emergency Operations Center (EOC) until further notice. Since that date, I have been serving as the EOC's Plans Section Chief, attending or facilitating conference calls and web-based meetings in support of both the County and Town response to the COVID-19 pandemic.