

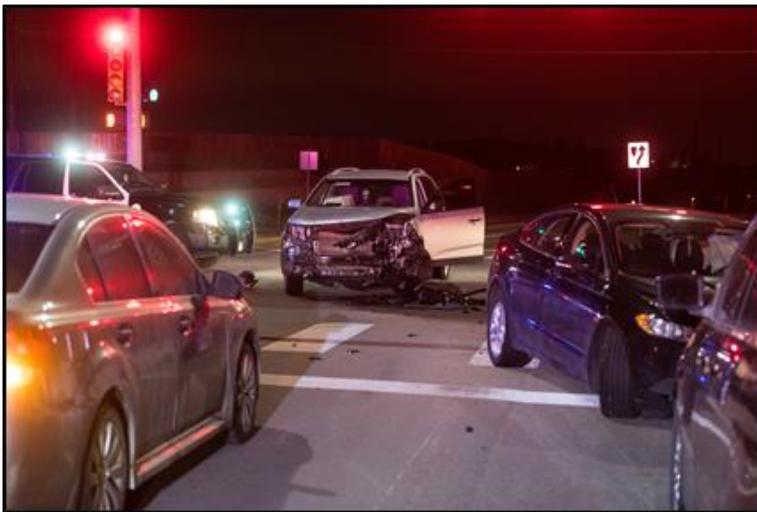
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

April 2020 Monthly Report

Department News: Below are pictures of two separate motor vehicle crashes.



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 2020...100%

Of the 26 customer survey cards we received in April, 23 were of the highest overall rating of 5, and 3 had a rating of 4. Some of the comments we received read; *“From the first person to answer our 911 call until my husband was delivered to the ER – everyone was a calming & reassuring presence. Efficient, competent & caring.”* Another read; *“On April 3, I called 911 and asked for Fire Dept. Within minutes the FD was at my door. Fire personnel were dressed medically & professionally. I took their advice to stay home as hospital was full of sick people due to the virus. They acted professionally yet with compassion and kindness.”*

Call Statistics:

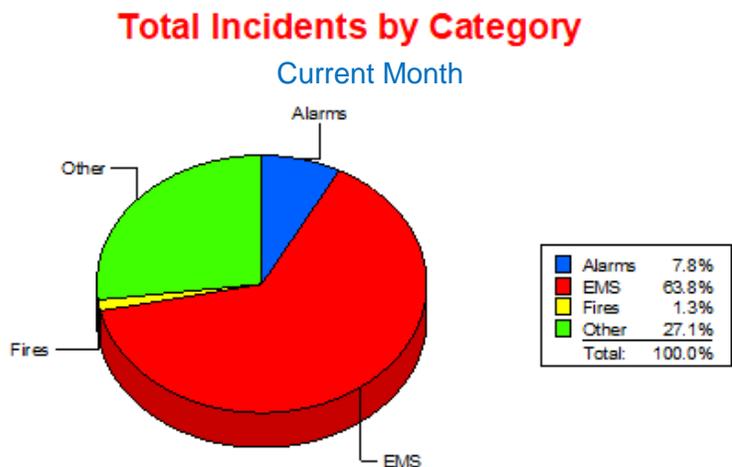
For the month of April, we responded to 382 calls for service. Last year at this time, we responded to 430 calls. This places our year to date calls at 1,685, which is 161 less calls or -9% from last year. Average calls per day for the month were 13.9.

Of the 382 calls for service in April, 237 of the calls were for EMS. We had 215 patient contacts and transported 149 patients. This time last year, we had 207 transports.

Fire Calls:

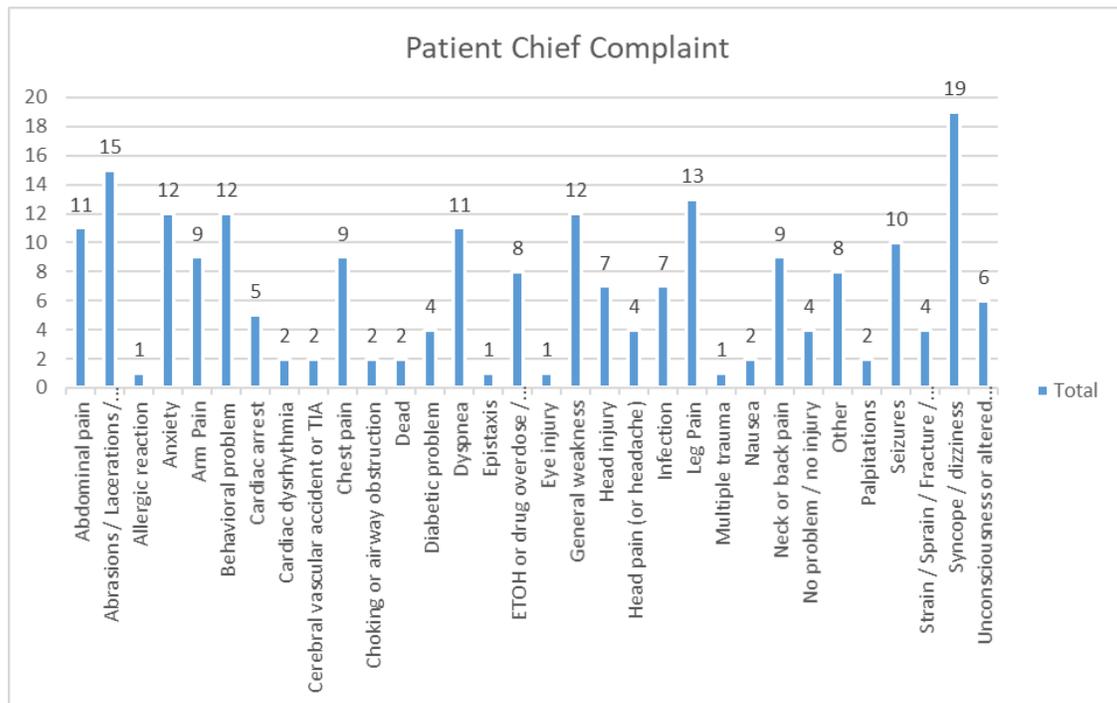
During the month of April, we ran 6 fire calls compared to 5 in April 2019. We had 37 alarm calls, which is 8 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in April were for syncope/dizziness with 19 patients. The second most common call type was for abrasions/lacerations with 15 patients.



Measurable Outcomes:

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

March 2020...100%

April 2020...100%

Monthly alerts called by crews and follow-up

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

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

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

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

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

Deputy Chief Commentary:

This month has proven to be somewhat more challenging than last month dealing with a variety of issues involving the COVID-19 pandemic. This situation continues to change daily and sometimes on an hourly basis. We continue to implement appropriate changes in our operational readiness and response plans. We are also actively involved with Douglas County, Tri County Health, Colorado Department of Public Health and Environment, and numerous other local, state, regional, and national groups. Tri County Health continues to advise us of locations where a person or persons have tested positive for COVID, so that our crews have this pertinent information.

Our personal protective equipment (PPE) supply continues to remain somewhat stable thanks in large part to our logistics personnel. We have received some supplies from the state and national stockpile as well as several donations from local citizens and businesses. For this, we are extremely grateful. We continue to work diligently to ensure we are able to maintain a continual supply for our personnel.

The additional medic unit that we transformed and are using for transporting patients with either suspected or confirmed COVID-19 has transported over 30 patients since its inception.

Our call volume is approximately 10% below last year. In meetings with our counterparts throughout the metro area, this is about where everyone's call volume is currently trending. Transports to the hospitals has also decreased from last year. This is also evident with the hospitals we routinely transport to, as they report a significant decrease in volume as well.

Firefighter Paramedic Murphy has been cleared to function provisionally as a paramedic. Congratulations Mitch! Firefighter Compton will be completing his orientation soon.

Firefighters 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 continues to aid us in an accreditation recommended goal for our EMS Improvement Plan. We are continuing to gather more data now from the receiving facilities to assist in completing this.

Below is a sample of some of our members reading children's books as part of the Books and Badges.



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

April will certainly be a month to remember! While most everyone spent the month under a “Stay at Home” order, we continued to report to work and provide service to our community as we are always “essential workers”. Again, I want to commend everyone for their efforts over the last month. We’ve adapted to the change, these will continue to be challenging times, and we will get through this pandemic. The team effort has been outstanding, and I greatly appreciate everyone’s efforts.

The PSTF North building is still moving along well, and we are getting really close to completion. It will be an awesome facility once it is done and we can actually use it without a 10-person restriction.

We are also very appreciative of the generosity of our community. From cloth masks to food to PPE, we have received many, many donations over the last month. We are keeping track of all of these, and we will be reaching out to each person/group with a formal “Thank You” when this is all said and done.

Fire Chief Commentary:

With the advent of COVID-19, many things that were being worked on for the next couple of months have been put on hold. We submitted our 2021 Budget requests, and for the most part, this has been put on hold due to our current economic conditions. As we were already facing some tough economic decisions, I would not expect any of our requested positions will be approved, and I’m not sure about any other budget increases. As you already know, we had to go back into our 2020 budget and begin making cuts based on our forecasted decrease in revenue. Additionally, the Town implemented pay freezes for all personnel effective May 1st. I know this is challenging for many of our folks, but please understand that we are trying very hard to prevent furloughs and layoffs by taking this action. If our revenue is not as bad as anticipated or it bounces back, we hope to begin implementing them again later this year. If it is worse, then we may have to take additional actions to make up for the shortfall. My intent is that our people will be the absolute last resort for budget cuts. If needed, we will cut everything possible in our department budget in order to preserve jobs. I hope that it will not come to that.

We have re-started some work on other items, such as our ISO review that is scheduled for this year, but other items will remain on hold or slowed down while we work through this challenge. There is still a lot going on as it relates to the pandemic, 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:

Although 72% of this division's workforce has been working from home, we have seen our share of items that were not apparent prior to this pandemic. First, we did not have enough work laptop computers to go around, so some are using their personal computers. This means that they may not have the same software or they are creating workarounds to make the items happen. Some projects are garnering more attention now than what they would get during regular workdays. Working from home can cause some of its own problems as most of us are accustomed to the fact when we are at home. It means we separate this from our work place and tend to relax. These past six weeks have not allowed us to do this in any orderly fashion. It has been said, on the news, that we tend to forget even what day of the week it is when working from home and not leaving on a regular basis.

As the Chief of the Department has mentioned, we have had to put some things on hold. There were several trainings that the Fire Prevention Officers were scheduled to attend that were postponed or cancelled. This did not really affect the daily routine except for the fact that this set the division back on the initial training that needed to happen to keep moving these team members forward. I am truly excited to see that the Town has made the commitment to its employees by trying to find all different ways to keep the team members employed. This is hard and requires that we all work together to keep our spending to a minimum and find alternative means to facilitate this.

Key Life Safety Issues –

Some would say that this is an opportunity of a lifetime; others might add that this has been the worst experience ever. During the month of April, we continued to obey the "stay at home" order that was issued by the Governor with the public educators remaining at home, re-creating a program that was in need of a facelift, and creating others to assist that were obeying the same rules.

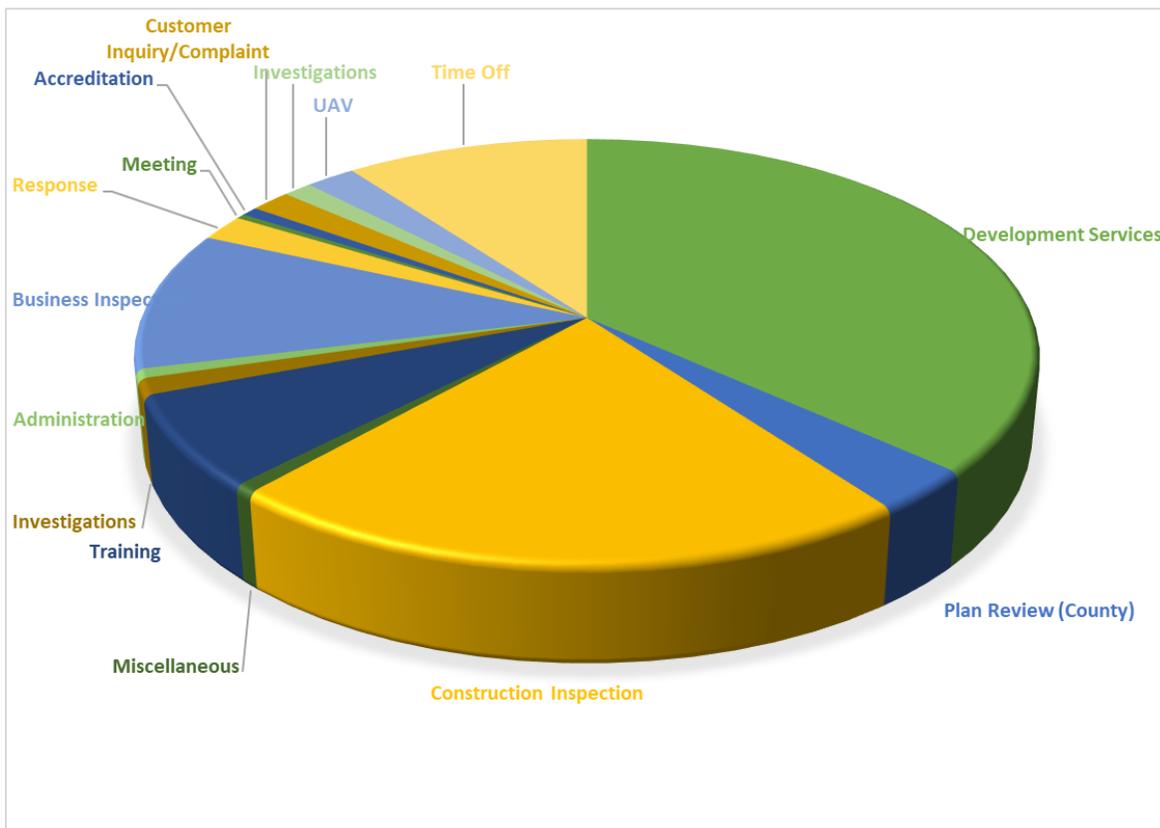
The Fire Prevention Officers were providing on-call service from their residence and if warranted would come out to complete some construction inspections. This allowed these folks to keep at home in a safe location, yet remain ready to go if needed. This all came with a price as the rest of the world did not just stop while this was going on. Construction has continued with a very mild slow down and plan reviews took a little downturn. However, complaints and other calls for service did not.

Some of the complaints that we received were about the way that stores were not letting people in because they had strict guidelines to follow about how many people they could let in during these times. This has become a major issue as we are checking all of these stores at least once a week.

Fire Prevention Bureau –

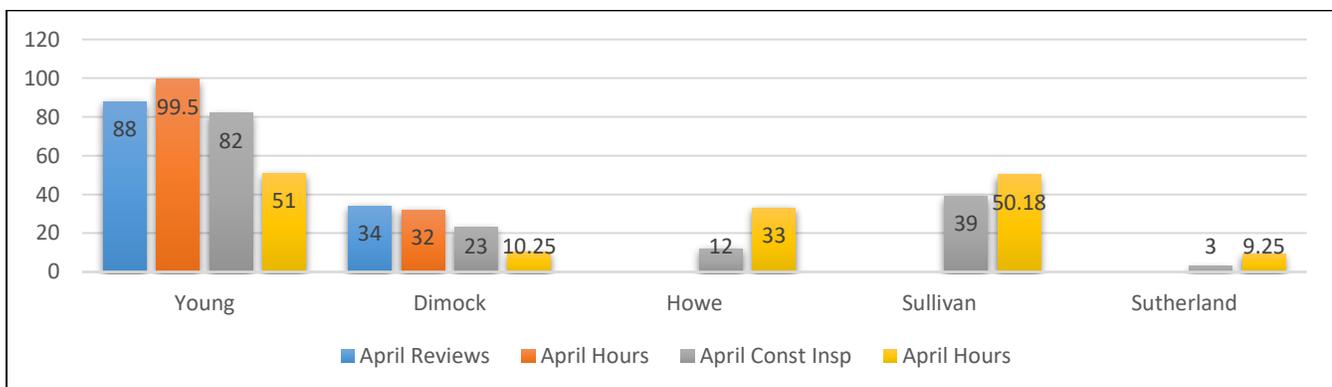
During the past month, with 60% of this workforce working from their residence, this has proven to be a rough transition as they are attending some of the construction inspections, as well as on-call duties. Their schedule has been so jumbled with training being canceled and then being on-call from home it has really thrown a wrench into their normal schedules. Over 566 hours were logged this month directly tied to the development with the Town and district. Just over 131 hours were consumed completing a total of 122 plan reviews, this being pretty much split in workload by two reviewers. This is a 26% reduction in reviews.

We completed 159 construction inspections accounting for just over 153 man-hours. We saw an increase in work being started without permits from either the building or fire departments which resulted in at least two jobsites being given stop work orders.



Team members were able to focus on some of the training that they are required to take in that can be done online. This includes Fire Inspector training and study time, as well as Fire Investigation training. One training that did not get canceled again is an armorer class for the department firearms armorers. They took not only the basic course, but were also enrolled and completed the advanced course to be able to maintain the Glock® firearms that we carry in the discharge of our duties.

Team member, Joseph “Buzz” Sutherland took the Fire Inspector I test from the International Code Council, passed his exam and is now a certified Fire Inspector I.



Existing Business Inspections -

Seventy one inspections were logged for this month, which is exactly the amount we did last month even with 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, 13 were correction notices, 29 were follow up inspections, none were hazmat inspections, 18 were primary inspections, and 11 were special inspections this month. These do not include the construction inspections that are mentioned above.

Investigations –

This month we reduced the number of responses that this division went on down to 10 calls. This took almost 9 hours of time to complete these calls. There were several fires this month, some allegedly involved juveniles, however, none were identified.

Although the fire prevention officers are on-call while at home, some of these calls can be handled by phone while others require that the investigator respond. While the FPO's are at training, it is the responsibility of the Deputy Fire Marshal or Fire Marshal to handle these types of calls.

Public Education –

The public educators obeyed the stay at home public health order, however, have still been busy with items that needed attention. Last month we rolled out the virtual car seat installation assistance, and as of this writing there has not been anyone pursuing this option, although, there has been some interest.

Another item to note is that the Youth Fire Setter program is getting attention to build a program that hopefully fits the needs of the community and the department.

This last month, another public education program was started. This was not done by a public educator per se, but by a line firefighter with a great idea for children while they are at home during this period and possibly into the future. The last day of March, Firefighters Marsh and Kunau posted a Facebook video, with the assistance and approval of the Town's Community Relations Department, of these two reading a book for the young audience that were at home due to the current pandemic. This reached over 70,000 people with 24,000 views, and this was just on Facebook. They seemed to be an instant success with the young children and gave them something to look forward to once a week. Several other firefighters joined in and made videos as well, to include the Chief of the Department. To date, the numbers are astounding of the young children and parents that are being educated and entertained. Not including the very first video at the end of March, the number of views of the videos on Facebook for the month of April are 59,128. We have numerous other firefighters that are making these, and it seems that the idea has caught on around the area and other departments are following the lead.

Thanks to all that have had a hand in this and for the Town to support this venture during this uncertain time.

Unmanned Aerial Vehicles (UAV) –

During this pandemic, it does not seem prudent to put our pilots in a situation that may require them to jeopardize the public health order. Sometimes in the event of an emergency, this may not be avoidable. So, during the month of April, all pilots were asked to get some training time at their house with the UAV's to keep this very perishable skill up to date.

We still had a contractor that was getting the final blasting done on a project. This required that we fly the area to document everything that went on during the blasting.



Canyons South single-family home development – Crowfoot Valley Road, north of Founders Parkway

A total of 203,873 feet were flown, which is a 93% increase over last month. The majority of that was because of flying the daily blasting to get this project completed. A total of 556 minutes, or just over 9.25 hours of flight time was recorded during this month. This was a 109% 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 activated the UAV. This month included a missing person and an injured person as well.

All pilots are required to be 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.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

As the department continues to navigate the current training environment, the division has been focused on assisting the members in their efforts to obtain quality training through different methods. We have found great value in hosting station-level trainings that we are affectionately calling the '20s Drills', aptly named for the 20 minutes of work, 20 minutes of clean up, and 20 minutes of discussion. These seem to be appreciated by the crews and we are looking forward to continuing them beyond the current restrictions. This month's drill was aimed at knocking down big fire with big water. The members are continuing to do excellent training and preparation at the company level, and there is a lot of credit owed to the entire department for their continued focus on training!

The primary training topic for April was HazMat, and we were able to work with Engineer Steve Patik and Firefighter Paramedic Kevin Travis to put together a station-level training on suiting. They produced several excellent videos that were aimed at shoring up our knowledge of the different suits available on calls and why we would choose the different options. Thank you to those members for being flexible and creating content that will serve the department for a long time to come! The department also conducted the second shift-wide SimsUShare training, focused on the updated IRR/Follow Up script. Thanks to everyone for your participation and to the shift leads for guiding the trainings.

In April, crews trained more than 2,171 hours on a wide range of topics to stay operationally prepared including lifting and moving, master stream devices, OB/childbirth skills, progressive pack deployment, treatment of strokes, ground ladders, infection disease protocols, hose advancement, hazmat JPRs, rope systems, professional development, physical fitness, and much more.

Among other things this month, we continued to work on the new hire process, began planning for an internal academy, started the planning for the rescheduled engineer promotional process, continued to develop training videos and work on the video project (thank you Firefighter/Paramedic Chris Prosch for the assistance while on light-duty).

Project Progress Report

We are currently working on the following projects:

- Engineer promotional process
- PSTF South Building projects
- SOG reviews
- Video project
- New hire process
- Supporting upcoming department level trainings
- Accreditation 5K needs
- Hosting company level trainings
- Department SimsUShare training

Lifting and moving evolutions



Single station big water drills



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Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

April has continued to be a busy month in the midst of the COVID-19 pandemic. Much of our work continues to be dedicated to acquiring supplies and PPE for our members to operate safely, in addition to normal ongoing duties of the Logistics Division. The division was able to secure UV-C lights and with the help of FF/ Paramedic Zukowski build three mask disinfection boxes. This allows us to disinfect and reuse our N-95, surgical and cloth mask's. We have made one of these boxes available to CR Water and Public Works. The other two are in rotation for our use internally. In addition, thanks to a donated UV light, we have put together an office disinfection apparatus. This allows us to disinfect a 100 sf. space in about 10 min. It has been deployed and used in the office spaces at PSTF and FHQ. We currently have a cache of PPE at the PSTF, and crews have been doing a good job of judicious use of PPE.

PSTF North building is ongoing, and work continues to get finished up. The building is now secure after hours and AV equipment is being installed. Exterior finishes have been installed and painted. After a meeting with IREA about a permanent electrical hook up, we still do not have a firm time line. It could be as soon as two weeks, or as long as the twelve weeks as we were told a few weeks ago. Until power is complete, final inspections cannot be done. A meeting with both the Building Department and Fire Inspectors outlined what was needed to get approval for a stock / train permit, allowing interior furnishings to be installed. This will take place the week of the 18th if all conditions are met.

We continue to use the Clorox 360 electrostatic fogger for decontamination of EMS 152 when needed. In addition, we have started to disinfect the station common areas using Virex 295. EMS 152 has been doing this on the first day of shift for each shift. We have also ordered our own electrostatic foggers, 2 cordless backpacks and 1 handheld unit. Expecting delivery mid-May.

Working with Chiefs Croom and Martin, we have put in place plans to protect a fuel supply for our operation in the event that this pandemic continues for an extended time. All fuel vaults at all stations have been filled and locked out as emergency fuel. All units are currently using the Bus Barn for fueling. This will allow us to protect roughly 2000 gallons of diesel fuel for our use. There have been numerous questions as to when we will allow fueling from the vaults again. The simple answer is when the school district has personnel onsite to repair any issues that may arise with the pumps. Currently, there is no one onsite at bus barns other than security. As of Friday, May 1, there is a pump that has been locked out / tagged out with no repairs made, and unknown ETA for repairs.

Sr. Emergency Vehicle Technician Jennings continues to perform preventative maintenance and repairs to all apparatus. Currently Unit 144 is in the shop due to a pump malfunction. Parts are in, and he is beginning repairs for the truck to be returned to service.

Support Services Technician Keegan has overseen the installation of the new soap to use for bunker gear in the extractors. The use of Fire Soap gets us in line with the manufacturer of our gear for warranty purposes. In addition, he has been distributing replacement gear that was ordered as per our replacement schedule. A few issues have arisen, and he is working with our vendor to get these taken care of. He also secured a demo ballistic vest from a vendor that closer matches our current vests. This new vest has been made available to the Research & Development group and will be what new members get as they are hired.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) numbers for March are 3,006. Year to date 22,796, and total since we began the program 83,406. 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
- Station 155 fuel vault
- Station 155 First In alerting
- New staff Tahoe
- New medic build
- Station and FHQ disinfection

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

April was a continuation of March, spending the majority of my time at the County Emergency Operations Center (EOC) working as the Planning Section Chief. This role included attending or facilitating numerous daily conference calls and web-based meetings in support of both the County and Town responses to the COVID-19 pandemic.

Even with the time in the EOC, we were also able to complete the draft for the department's 2019 Annual Report. The document is currently with the Community Relations team for their review and comments. We expect to have the final document completed by the end of May.

On the subject of the Master Plan, that project has been put on hold with everyone's effort on the COVID response. Given current workload, 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.

As far as our Accreditation goes, the Commission on Fire Accreditation International (CFAI) has extended the timeframe for our annual compliance report (ACR) from June to October. CFAI has also cancelled the August hearings, extending all peer team site visits from the end of June to the end of January. I do not expect these delays to trickle down and effect the timing of our re-accreditation process. Currently, we are now about two years out from having a peer team on the ground. Which means, we are 18 months away from having all documents updated. This includes a near complete re-write of the Self-Assessment Manual because of the pending release of the 10th edition.

March Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	410		856		267		623	
Urban	287	70%	614	72%	194	73%	431	69%
Rural	71	17%	154	18%	48	18%	111	18%
Interstate	13	3%	38	4%	11	4%	34	5%
NO FMZ	24	6%	3	0%	0	0%	3	0%
Blank	15	4%	47	5%	14	5%	44	7%
Mutual Aid Calls	34	8%	50	6%	27	10%	44	7%
Aid Received	17	4%	22	3%	14	5%	19	3%
Aid Given	17	4%	28	3%	13	5%	25	4%