

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

May 2020 Monthly Report

Department News: Below are pictures of a rescue of a person that fell into a concrete storm drain approximately 20 feet. The patient was taken to a local hospital and treated for minor injuries.



Operations Division:

Deputy Chief Rich Martin

Customer Service:

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

Of the 42 customer survey cards we received in May, 40 were of the highest overall rating of 5, and 2 had a rating of 4. Some of the comments we received read; *"Your prompt arrival saved my father's life! Despite the urgent need to get him to the hospital, two responders stayed back to help answer our questions and clean up our house."* Another read; *"Castle Rock has an awesome Fire and Rescue team. Very prompt, professional, courteous, knowledgeable. Castle Rock provides a wonderful service that speaks well for our community."*

Call Statistics:

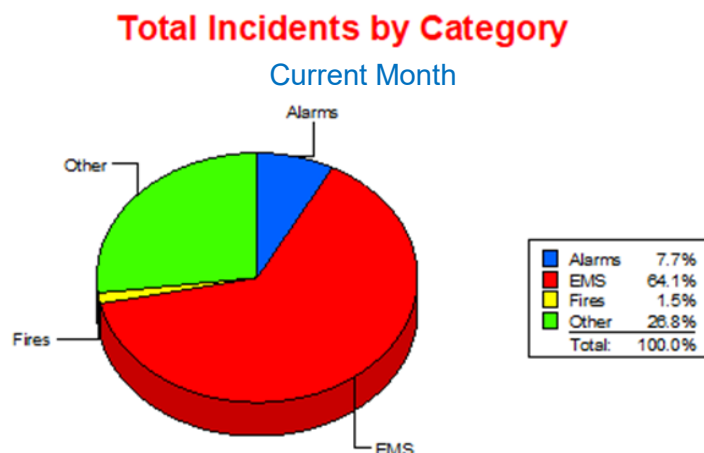
For the month of May, we responded to 416 calls for service. Last year at this time, we responded to 462 calls. This places our year to date calls at 2,103, which is 223 less calls or -9.6% from last year. Average calls per day for the month were 13.8.

Of the 416 calls for service in May, 271 of the calls were for EMS. We had 243 patient contacts and transported 184 patients. This time last year, we had 224 transports.

Fire Calls:

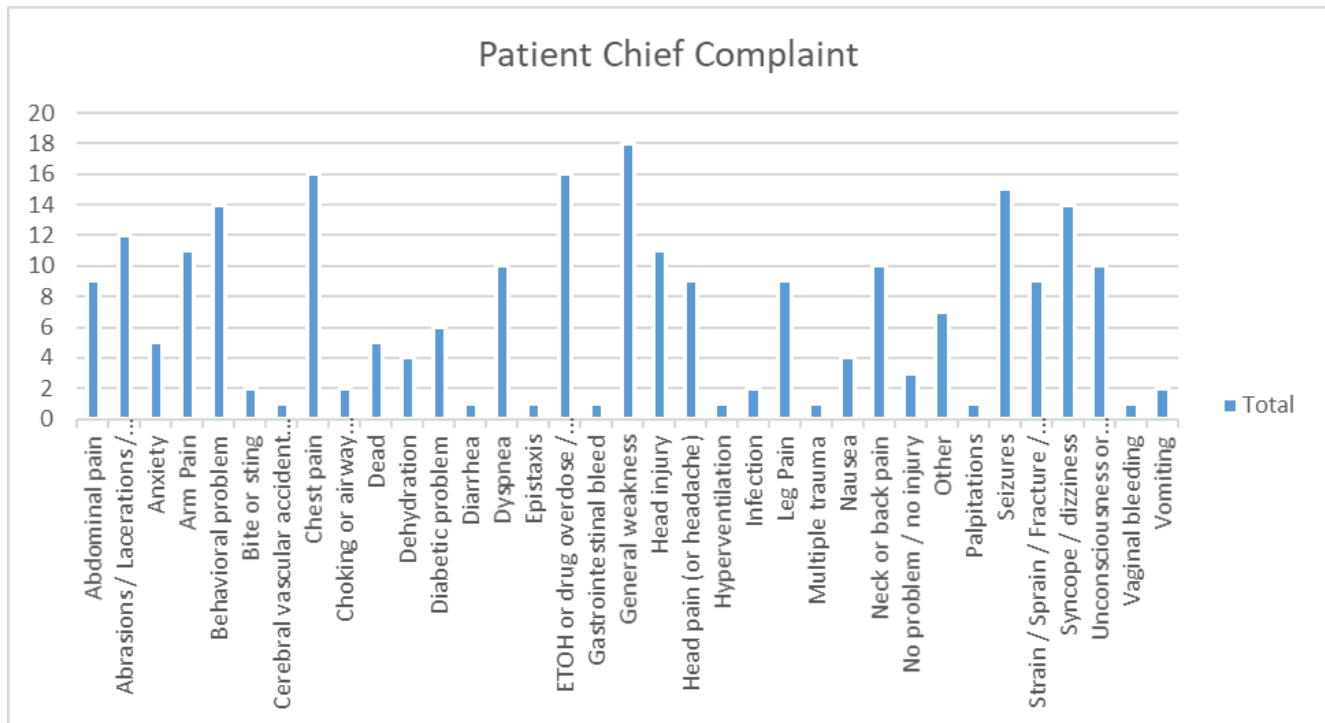
During the month of May, we ran 9 fire calls compared to 3 in May 2019. We had 28 alarm calls, which is 4 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in May were for general weakness with 18 patients. The second most common call type was for chest pains and alcohol/drug overdose with 16 patients each.



Measurable Outcomes:

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

April 2020...100%

May 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	2	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 May 6th, Engine 152 and Medic 153 responded to a construction site near 2 West Montaine Circle for a reported construction worker that fell into a storm drain. The call was changed to a confined space rescue and Hazmat 153, Squad 154, Quint 151, Quint 155, Battalion 151 and Division Chief 151 all were added to the call. The patient was found in a new storm drain 20' below grade. The patient was accessed, treated, packaged, extricated from the storm drain and moved to Medic 153 for transport. The patient was transported in stable condition to a local hospital. The on call fire prevention officer responded to the scene to ensure documentation and investigation was completed.

Deputy Chief Commentary:

May continued to be challenging with a variety of issues involving the COVID-19 pandemic and beginning to transition to Safer At Home. This situation has begun to stabilize, and we have seen a slight decrease in calls where COVID is suspected. We continued to implement appropriate changes in our operational readiness and response plans. We continue to be actively involved with Douglas County, Tri County Health, Colorado Department of Public Health and Environment, and numerous other local, state, regional, and national groups to stay current with any new guidance or changes associated with this pandemic. Tri County Health is no longer advising us of locations where a person or persons have tested positive for COVID. Dispatch continues to triage every call and advises crews if there is any suspicion of COVID, so appropriate actions can be taken prior to patient contact.

Our personal protective equipment (PPE) supply remains somewhat stable, thanks in large part to our logistics personnel. We have continued to intermittently receive supplies from the state stockpile as it is dispersed by Tri County Health as well as the continuing donations from local citizens and businesses. For this, we continue to be extremely grateful.

The additional medic unit that we transformed for transporting patients with either suspected or confirmed COVID-19 patients has transported 48 patients. With the decrease we have seen in the past month for this unit to respond, May 31st was the last day we continually staffed it. We will keep the unit in a ready reserve status in case there is a spike or increase in patients suspected of the virus.

Our call volume is 9.6% below last year. In meetings with our counterparts throughout the metro area, this is about where everyone's call volume continues to trend. Transports to emergency departments also continue to have decreased from last year and this trend continues to be seen throughout the metro area. We are working with our neighboring hospitals to assure everyone that hospitals are safe and not to delay their care for potentially serious health issues.

FFP Malone has been cleared to function independently as a paramedic. Congratulations Jake! FF Compton is continuing his paramedic orientation.

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

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.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

May relaxed a little with “Safer at Home”, and we continued to see a decrease in COVID-19 cases. While still challenging, I think that we have resolved to the fact that this is what it is, and we have settled into a groove under these new circumstances. As I said last month, I want to commend everyone for their efforts with these continued changes, and we will get through this pandemic. The team effort continues to be outstanding, and I greatly appreciate everyone’s efforts.

We remain very appreciative of the continued generosity of our community. From cloth masks to food to PPE, we continued to receive many donations over the last month. We are keeping track of all of these, and have sent formal “Thank You” letters to everyone who has donated to the department.

I want to recognize Lt. Matt Rettmer for his re-designation of Fire Officer by the CPSE in March, and Chiefs Martin and Goudy for their re-designations of Fire Officer in May. Strong work and Congratulations to all three!

Fire Chief Commentary:

We will begin working with Finance on our submitted 2021 Budget requests in June. As we were already facing some tough economic decisions, I would not expect any of our requested positions will be approved, and I’m still not sure about any other budget increases. As has been previously discussed, we had to go back into our 2020 budget and make cuts based on our forecasted decrease in revenue. The Town is still closely monitoring this, and if our revenue is not as bad as anticipated or it bounces back, we hope to eliminate some, if not all, of the budget cuts. If it is worse, we may still have to take additional actions to make up for the shortfall. My intent remains that our people will be the absolute last resort for budget cuts. I have also suggested to the Town Manager that instead of being approved for “stuff”, if possible, I would rather see any available funds used for the re-implementation of pay raises for all personnel.

Speaking of pay raises, I have heard that there were some questions about how these would be implemented if funding becomes available. As per the Town Manager’s email, raises will be retroactive to the date of your eval. So, if your eval fell on or after 1 May, whatever percent raise you were supposed to receive is what will be used to calculate your new pay rate, and then you will be paid from your eval anniversary date forward through the date that raises are re-implemented. If you were awarded a bonus as part of your eval, that will be included at this time as well. I have not heard of a projected date, and again, this is all dependent on our revenue loss. I’m hoping that the loss will not be as severe as predicted, and that we will see these re-implemented in late 3rd/early 4th quarter.

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

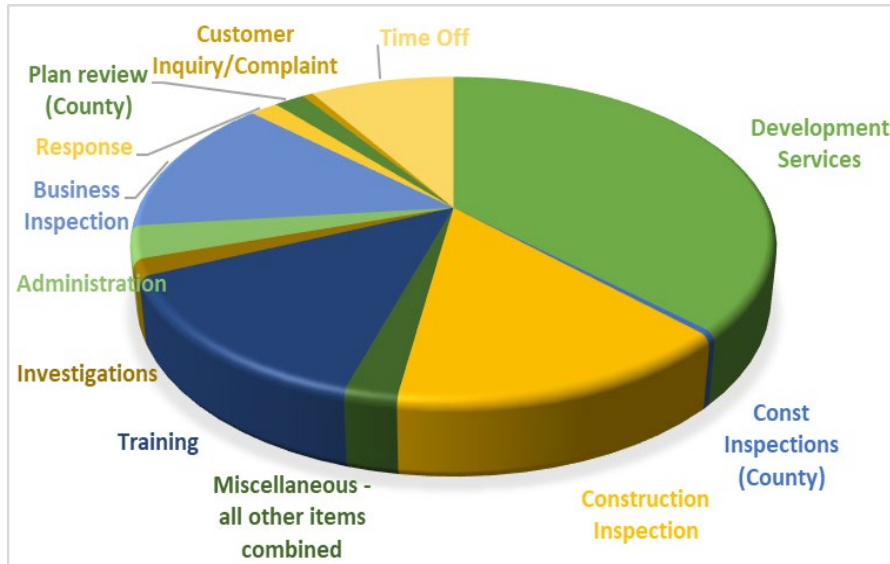
Fire Marshal Commentary:

We moved from “Stay-at-Home” to “Safer-at-Home” and did not seem to change much for the Life Safety Division. We continued to have some of our team work from home and others started coming in to get re-familiar with the surroundings and identified new job related duties to include inspecting the big box stores to ensure that they are following best practices of the fire code on ingress and egress. This required at least every other day checks when phone calls were fielded stating that one of the stores was closing off exits or entrances and not allowing folks in or out.

We are looking towards moving forward and finding the new normal while working with businesses to ensure that they are following the requirements of the fire code all the while trying to find their new normal as well. So far, we have found that restaurants are wanting to re-open their inside dining areas and attempting to find alternative dining areas (not to exceed their maximum capacity) to secure a revenue flow and get business back into the community. This is relying on the Life Safety Division to be somewhat creative, ensuring that we still have access, egress, and life safety in all areas. Our partners in Development Services in Zoning and Right of Way reviews are providing their assistance also.

Key Life Safety Issues –

Currently, the issues are to ensure that businesses and contractors are doing what would normally be asked of them even though we are in different and difficult times.



Without actually searching these out, we found four contractors working without appropriate permits during the month of May. Some of this was a result of working from home, and some of it was that the contractor got an answer from someone that was not aware of the requirements and the contractor took it and ran with it. This required that we made sure that they were on the right track, obtained the correct permits, and are now proceeding down a path of success. We are still checking on the businesses that remained open with limitations, but

have also added checking the restaurants that are allowed to have outside dining to ensure that they are following the requirements as well. This increased our daily workload significantly, and we still have not received all the applications for outside dining. More businesses are opening on a daily basis. While it is not our duty to check to ensure that they are following the public health order, it is our duty to ensure that they are following the fire code that we enforce.

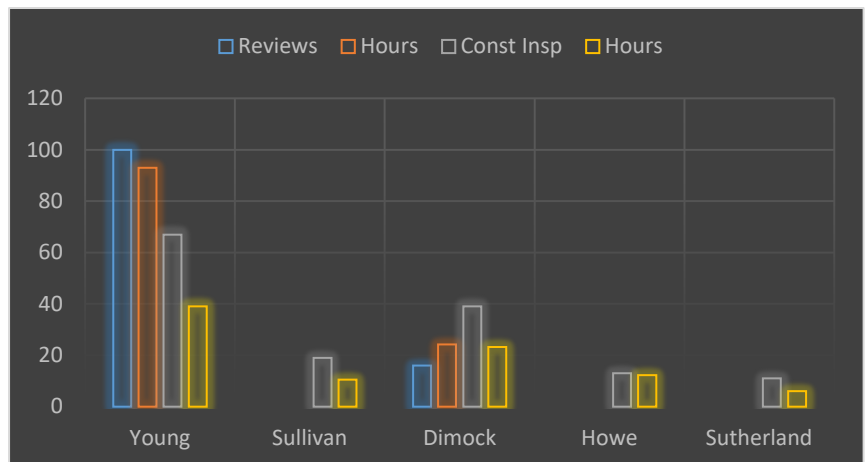
Fire Prevention Bureau –

Over 311 hours were logged this month directly tied to the development with the Town and District. Just over 117 hours were consumed completing a total of 116 plan reviews. This was done by two reviewers, however, one reviewer completed 100 of them. As for construction inspections, we completed 151 construction inspections accounting for just over 103 staff-hours.

While things look like they might relax slightly, some of our team members were able to start heading back into the office to get back into the swing of things. The fire prevention officers came into the office to complete some training that are pre-requisite for other trainings that are needed for this position.

As with most professions, there are not clear lines to determine what our job requires us to do. This is very much true within the Life Safety Division and the Fire Prevention Bureau. This month, we were requested to assist with businesses that serve food to find a way within the confines of the fire codes and other codes to find alternatives to increase their serving areas. This was brought up by a couple of business owners and the Downtown Merchants Association and Downtown Development Association. It started out as a brainstorm over an entertainment district with common consumption areas, and it morphed into allowing businesses to use some areas that would normally be used for public access to expand, ever so slightly, their serving areas (not to exceed their normal operating capacity) and only in a temporary status. This was challenging at first to ensure that there was nothing that we were overlooking. Our team, as well as a Development Services member, devised a permitting program that will allow these businesses to get

back to generating revenue during these trying times. This program is only here to be a stopgap during the time that these businesses are required to only have reduced capacities within their building. Once this order gets lifted, then these outdoor dining areas will go away. Certain businesses can apply to leave these in place, however, all the fees and other requirements will be re-instituted.



Existing Business Inspections -

A total of 121 inspections were logged for this month which is 70% more than the amount we did last month even with the request to limit public contact 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, 11 were correction notices, 24 were follow up inspections, 20 were hazmat inspections, 26 were primary inspections, and 40 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 to 7 calls. This took just over 10 hours of time to complete these calls. There were several small fires this month, some allegedly involved juveniles.

These fire calls seem to increase when the wind is up and the humidity is lowered, which is prime fire weather. The redeeming feature on this is that none of these fires has had the chance to grow without people noticing and calling immediately. Therefore, thanks go out to the public in keeping the community safe.

Public Education –

The public educators obeyed the stay at home public health order, however, have still been busy with items that needed attention. Currently while following the PHO, we have not offered any person-to-person public education, however, we have been offering items on our website to assist with questions that the public has requested.

The educators are eager to return to work as soon as they can as there are duties they have here that have not been completed in almost 10 weeks.

Unmanned Aerial Vehicles (UAV) –

There was a decline in the usage of the UAV during this last month after the final blasting was completed for the Terrain project. Another builder may be bringing another project in soon that may require more blasting in the area.

A total of 34,388 feet were flown, which is an 84% decrease over last month. The majority of that was due to daily blasting to get this project completed on the fast track. A total of 116 minutes or just under 2 hours of flight time was recorded during this month as well.

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

Brookside II Skilled Nursing Facility



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

We were able to facilitate the third installment of the 20s Drills, with this month focused on a low-angle rope rescue scenario. Crews worked on establishing and safely using a 3:1 z-rig mechanical advantage system to bring a simulated patient up an embankment. The department 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 the continued focus on operational readiness!

The annual training topic for May was Wildland Hands-On, and we were able to work with Lt. Mike Moore to put together a station-level refresher on essential wildland response skills. We'd also like to thank Lt. Moore for his work organizing May's department-wide EMS training on burns. Our subject matter leads continue to show great flexibility by modifying and designing trainings that can be accomplished with the various restrictions in place.

Among other things this month, we continued to work on the new hire process, continued planning for the rescheduled engineer promotional process, attended the FireNuggets Lockdown Conference, continued to develop training videos and work on the video project, participated in a grant funding meeting, watched a firefighter injury webinar, facilitated many certification needs, assisted in the setup of a C-shift BC training, attended a Leadership Douglas County meeting, worked on Fire Officer 2 JPRs, and cleaned up the conex storage at the FTC.

In May, crews trained more than 2256 hours on a wide range of topics to stay operationally prepared including trauma, master streams, driver operator pumper, airway management, wildland strategy and tactics, burn patients, drafting operations professional development, rope rescue, incident management, physical fitness, and much more.

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
- Target Solutions system management



Wildland hands-on training



Low-angle rope rescue drills

Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

The Logistics Division has continued to stay busy in the month of May. Many projects for nice weather have begun; this includes all annual testing for NFPA compliance. Some of the testing being performed or scheduled includes, annual apparatus pump tests, ground ladder testing, attack hose testing and such. We will continue to work through the summer to complete this testing. In addition, Support Services Technician (SST) Keegan has received the fit testing machine back from manufacturer. It was upgraded to allow us to fit test for N-95 respirators as well as our annual SCBA fit test. Stay tuned for that to begin as soon as we start to get a steady supply of N-95 masks.

The department continues to do a great job of judiciously using infection control PPE. This has allowed us to keep on top of supplies while being able to order and cache legitimate PPE for the safety and protection of our members. As we have all seen in the media, there is a lot of PPE out there that may not afford the level of protection that is recommended. Early on with Chief Croom and Chief Martin, we decided against using any of this PPE for our members in accordance with the recommendations from the CDC and FDA. By putting the UV-C decon boxes to use, as well as allowing our members to make decisions as to when PPE needed replaced verses decontaminated, we have been able to slow the burn rate and use our PPE to its full potential. In turn, this has allowed us to operate for a longer time on the cache we had accumulated and wait for legitimate PPE to begin hitting the market. Additionally, we have procured our own electrostatic sprayers and have put them in service. Thank you to the MAC for allowing us to use their Clorox machine until ours arrived.

The PSTF North building is getting close with a TCO expected within the first or second week of June. All interior finishing is complete, furniture has been installed in the classrooms and the building is secure at night. Landscaping will begin soon, which will mean the Rhyolite that is stored at Station 152 will get hauled out and brought over.

SST Keegan has handled the changeover of soap for our bunker gear to get us in line with the manufacturer's requirements. Also, starting with A-shift in June we will begin working to get in line with the new NFPA 1851 requirements. During the month of June, each A-shift member will need to wash both of their sets of gear in the extractor and document this in PS-Trax. B-Shift will follow in July and C-Shift in August with the same procedure. A quick note, if you attend the live fire at Franktown and then wash your gear and document, this counts as your wash for that set of gear.

Sr. Emergency Vehicle Technician Jennings continues to make repairs on the department's apparatus. During May, he performed preventative maintenance service on several units and rebuilt the fire pump on Brush 153. He also got Engine 153 back from the body shop, serviced and pump tested before putting the unit back in service. At this time, we have 4 apparatus to pump, then all of our units will have been done for the year. In between all of this, he has been able to make some headway on reorganizing and setting up parts and hardware on the mezzanine.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) numbers for April are 1,410. Year to date 24,205, and total since we began the program 84,815. 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



Annual pump testing



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

May's primary focus was again COVID-19 with 109 hours dedicated toward the Town and County's response and recovery efforts. The County Emergency Operations Center (EOC) moved to a remote staffing model with team members working from home or their respective offices. While ensuring the best possible social distancing, this led to multiple daily conference calls, and drastically affected the ability to quickly share information and collaborate. Luckily, the rhythm of the incident is relatively slow and the impact of a remote staffing model did not significantly impact EOC operations.

In early May, we were successful in getting the final version of the 2019 Castle Rock Fire and Rescue Department Annual Report completed, approved and published. The document is now available on our website www.crgov.com/fire.

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, and extended all peer team site visits from the end of June to the end of January. Two of our members, Chief Butts and myself, are working on CFAI peer teams. The site visits will likely not happen before September, as things stand today. Currently, we are now about two years out from having a peer team on the ground. This 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.

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 and financial conditions and forecasts, Chief Croom and I will be meeting to discuss where, when, and how to proceed with this document. I want to thank the entire Master Plan Team for their time and effort. Your work has not gone unnoticed and has not been in vain. We have a solid, well thought-out document that is firmly based on industry best practices and relevant data.

April Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	380		240		240		573	
Urban	274	72%	563	235%	173	72%	369	64%
Rural	67	18%	183	76%	41	17%	122	21%
Interstate	9	2%	28	12%	9	4%	28	5%
NO FMZ	11	3%	0	0%	0	0%	0	0%
Blank	19	5%	59	25%	17	7%	54	9%
Mutual Aid Calls	30	8%	90	38%	26	11%	82	14%
Aid Received	12	3%	34	14%	11	5%	31	5%
Aid Given	18	5%	56	23%	15	6%	51	9%