

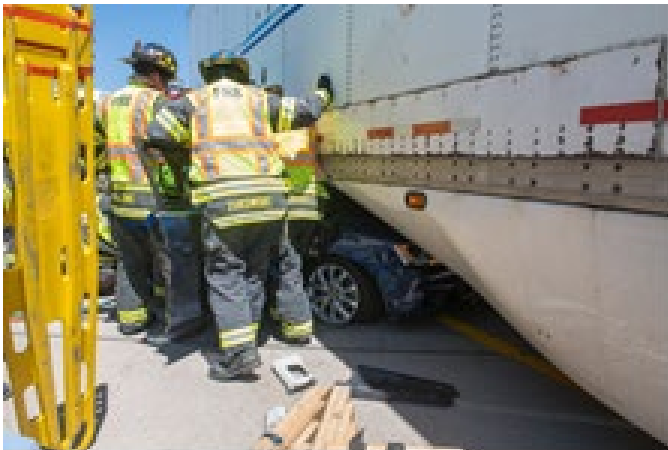
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

July 2020 Monthly Report

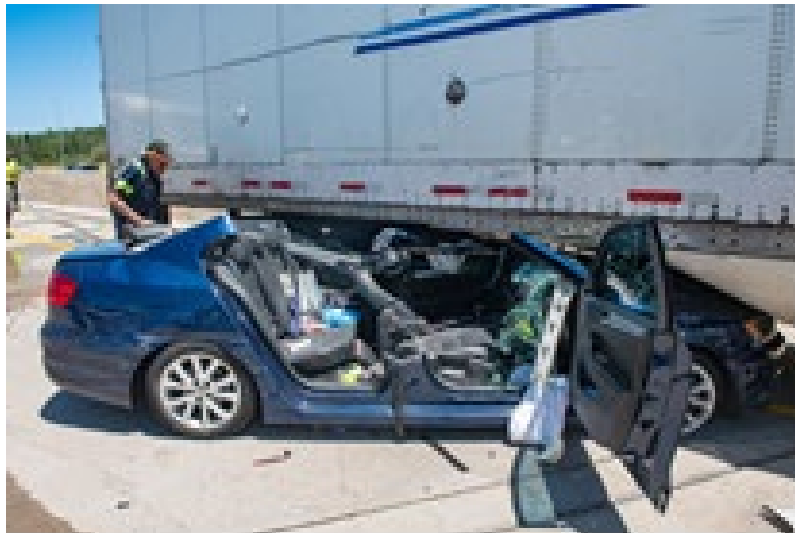
Department News: Below are pictures of a motor vehicle crash we ran on with South Metro Fire Authority. The vehicle was under the trailer of a semi. The patient was extricated and taken to a nearby hospital.



Assessing the situation



Removing the roof of the vehicle



Preparing the vehicle for towing

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
July 2020...100%

Of the 24 customer survey cards we received in July 23, were of the highest overall rating of 5. One had a rating of 4. Some of the comments we received read; *"CR Fire and Rescue has always provided quick & efficient service on top of being great at what they do, they are always very friendly. We love CR Fire and Rescue!"* Another read; *"You guys were great. Even though my memories of that time are kind of fuzzy I do remember how helpful you guys were and I really appreciate. Thank you for helping me in my time of need. I respect what you do for our community."*

Call Statistics:

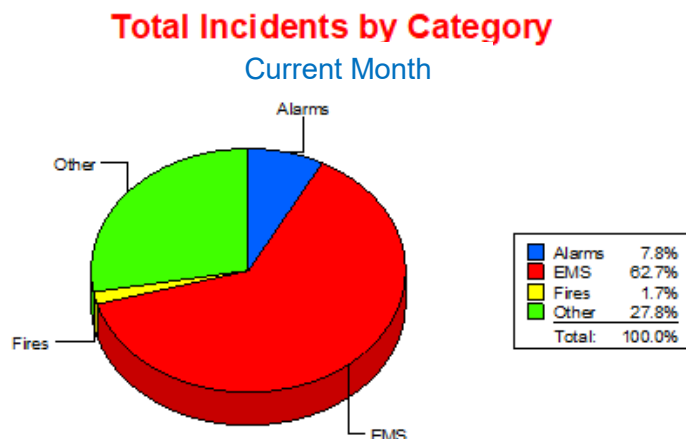
For the month of July, we responded to 459 calls for service. Last year at this time, we responded to 469 calls. This places our year to date calls at 2,991, which is 320 less calls or -9.7% from last year. Average calls per day for the month were 14.

Of the 459 calls for service in July, 279 of the calls were for EMS. We had 261 patient contacts and transported 204 patients. This time last year, we had 232 transports.

Fire Calls:

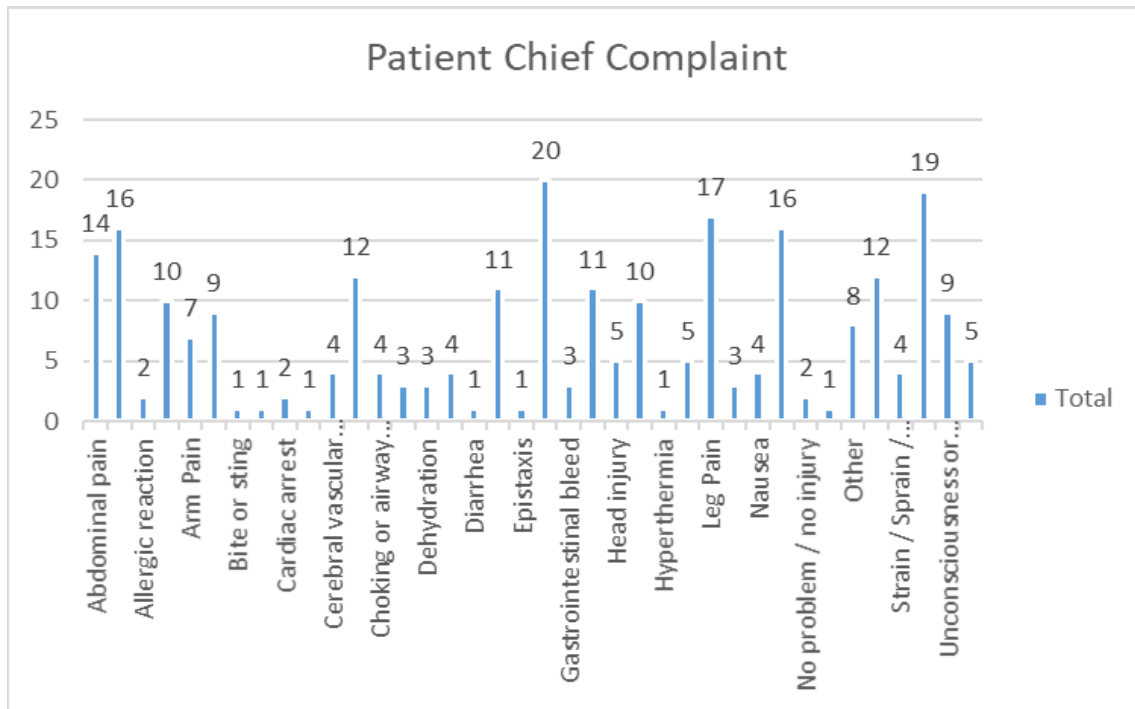
During the month of July, we ran 10 fire calls compared to 14 in July 2019. We had 33 alarm calls, which is 9 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in July were for epistaxis (bloody nose) with 20 patients. The second most common call type was for strain/sprain with 19 patients.



Measurable Outcomes:

CRFD Paramedic on scene of all EMS calls 100% of the time
June 2020...100% **July 2020...100%**

Monthly alerts called by crews and follow-up

Cardiac Alerts	0	Transported to appropriate facility	N/A
Trauma Alerts	5	Transported to appropriate facility	80%
Stroke Alerts	3	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 July 30th, Quint 151, Medic 151, Battalion 151, Squad 154 and Division Chief 151 responded to 1470 North Front Street, The Rock, for a reported technical rescue for a party that fell while descending from the top on the east side. Crews found one patient that fell approximately 20 feet landing near the base trail of The Rock. The patient did not require technical rescue. The patient was packaged and moved to Squad 154 and driven down to Medic 151. Medic 151 transported one yellow patient to a local Trauma Center with non-life-threatening injuries.

Deputy Chief Commentary:

July has continued to remain as fluid as we have been since March. We continue to stay current on guidance at local, state, regional, and national levels with issues pertaining to the pandemic. We continue to treat and transport a consistent number of patients where COVID is suspected or has been confirmed.

Our call volume remains below last year. We are currently 9.7% below this same time in 2019, and this continues to be a trend throughout the metro area. Transports to emergency departments are also noticeably decreased from last year, and these trends also can be seen throughout the metro area. We are continuing to work with our neighboring hospitals to assure everyone that hospitals and ambulances are safe, and not to delay their care for potentially serious health issues.

We spent the vast majority of July in Stage II fire restrictions. This event has led us to do education with the public on several incidents as to what these fire restrictions encompass. The citizens have been very receptive to this, and we appreciate everyone's cooperation during this time.

Our personal protective equipment (PPE) supply continues to remain fairly stable. With the current growth in cases again, we remain vigilant in maintaining an adequate supply. The medic unit we had converted remains in ready reserve.

As it becomes apparent that our current level of precautions for the pandemic do not appear to be changing in the near future, we have made the decision to restart our interactions with the public through education and other interactions such as birthday parties, block parties, etc. We are reviewing these on a case-by-case basis prior to committing. We are encouraging these gatherings to be approximately 10 persons and ensure all current state guidance is followed.

Firefighter Paramedic Prosch continues to be precepted as a paramedic to function independently in the department.

Battalion Chief Goudy is retiring at the end of his shift on August 4th. Enjoy your retirement Matt and thank you for your years of dedicated and tireless service!

I am proud to advise everyone that the department was awarded the 2019-2020 Prehospital Agency of the Year by the Colorado Trauma Network. We sincerely appreciate this recognition for the dedicated work that everyone puts in to continually strive to meet our Vision "To Be the Best".

Due to the pandemic, ambulance licensing was postponed from May until July. All of our medic units are re-licensed now for 2021.

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. This month, we also became part of a national group that maintains a database on cardiac alert and cardiac arrest calls. This will also enhance our accreditation goal.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Well, July came and went with a number of things going on. From continued COVID-19 issues to mandatory masks to Stage 2 fire restrictions to no fireworks, but having “fireworks”, we continued to press forward.

“Safer at Home” continued in June with the option of Phase III, Protect Our Neighbor. Douglas County had not met those parameters, so we remained in Phase II, Safer at Home. As we have seen cases continue to rise, we need to remain vigilant in our efforts and ensure we are following all executive and public health orders, especially mandatory masks. We have received approval to purchase powered air purifying respirators (PAPRs) for all personnel as another respiratory protection tool as well as extractors and dryers for the three stations that do not currently have them. These will allow for quicker decon of gear that may be contaminated, and it should eliminate additional unnecessary travel and handling of contaminated gear. We are able to purchase these with CARES Act funds to improve our COVID preparation and response, and it will not have a negative impact on our existing budget. As I have continued to convey, I want to commend everyone for their efforts during these challenging times.

Stage 2 Fire Restrictions were implemented on July 2nd and rescinded on July 28th with the Town going back to Stage 1. While our conditions have not dramatically improved, they did improve enough to take us back to Stage 1. Stage 2 restrictions also canceled the 4th of July Fireworks show. While the show was canceled, the number of illegal fireworks witnessed on the 4th was by far the worst I have ever seen here in Town. Fortunately, we had no significant incidents as a result of this use. We are looking to re-schedule the 4th of July fireworks to sometime later this year.

Fire Chief Commentary:

The 2021 Budget continues to move forward in the process, and it appears we are recommended to receive one FTE, a fire plans examiner. This position will be completely funded by the Development Services enterprise, so there is no impact to the general fund. With that said, based on our current and projected general fund revenue forecasts, I still do not expect any additional positions to be approved, and I’m still not sure about any other budget increases. However, the need for the positions is still there, and we will continue to request these positions. The Town Manager is keenly aware of our needs, and we will be looking at potential solutions in 2021.

Fortunately, for the Town, our revenues have not decreased to the level that we were expecting based on the pandemic. We have been re-approved to move forward with the modifications to the bays at Station 154 and 155, and the SCBA replacement project has also been approved.

The Town Manager is awaiting June sales tax numbers (should see these in the 1st or 2nd week of August), and will then decide on re-implementing raises and bonuses. When approved, these will be retroactive back to your anniversary date. I am pretty confident that we will see this happen sometime in August.

We have continued work on items, such as our ISO review and budget, but other items, such as the Master Plan, goals within the Strategic Plan, etc., continue to remain on hold or slowed down while we work through the current challenges. We are moving forward with obtaining Council approval of our updated Standards of Cover, and our Master Plan will not be presented until early 2021 after our new Town Council is seated. We will continue to refine both documents ahead of council presentation.

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:

The month of July is always a challenging month due to the heat and lack of moisture, as well as the following monsoonal weather that causes a significant amount of thunderstorms and dry lightning. All these changes pose threats on several different levels for all divisions within the Fire Department.

As July heated up, so did some of the regulations that were being placed on the businesses that were finally being re-opened. Some had been open, almost the entire time, and others were just coming into figuring out the landscape of the regulations being put into place. Several restaurants were trying to figure out ways to maintain the occupant load while having the requirement that they could only have 50% of the posted occupant load. This caused the need for alternate dining areas to include some in the area where they would normally have as a temporary use patio. We have had to complete reviews and inspections of all of these areas to ensure that life safety is in place.

Key Life Safety Issues –

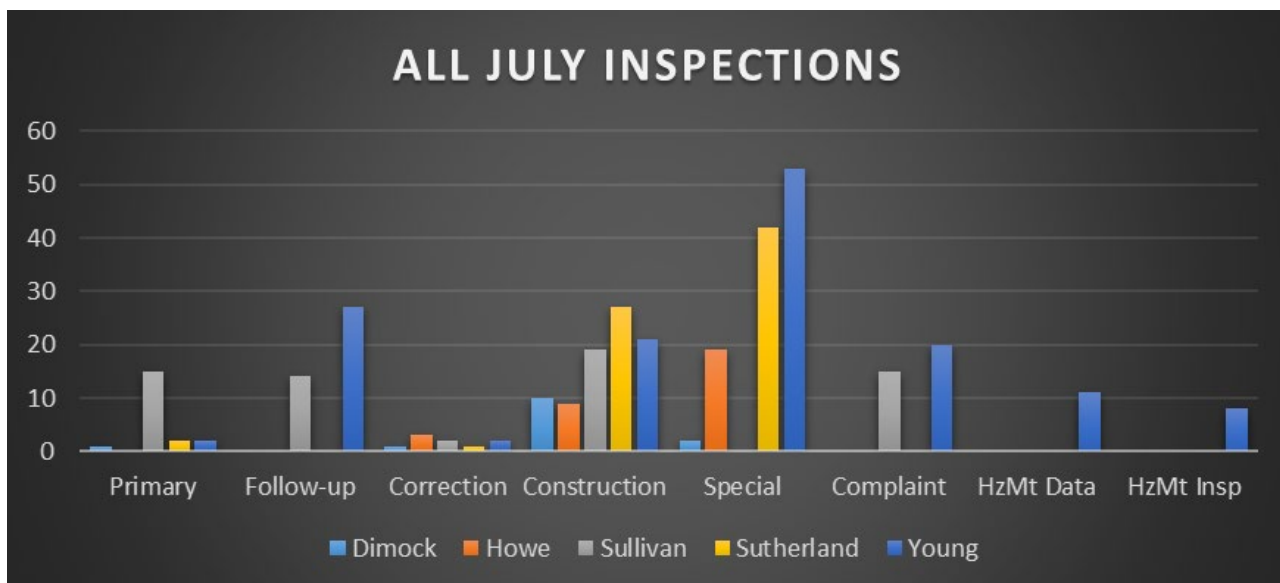
We went from Stage 1 to Stage 2 fire restrictions based on information gathered showing the trend of the fuel moistures dropping, increased temperatures, increased winds and other mitigating circumstances. While this was not the most popular choice for the Fire Department or the Town, this did provide a large amount of displeasure from the citizens during the national holiday. We had several fires that appear to have been started by fireworks that were misused/mishandled, including one that caused some significant damage to a house in the Meadows. Although there were many remnants of fireworks, there was just as many suspects.

Fire Prevention Bureau –

113 construction inspections were conducted in just over 76 hours of time. This included 26 final inspections of projects that range from tenant finishes to complete new buildings. Just over 113 hours were consumed completing a total of 131 plan reviews, this being completed by two reviewers.

This division has had some issues with some businesses performing construction work without the proper permits. While this appears on the outside that this is only for the monetary gain for the Town, this is hardly the case. We provide permits to ensure that the work that is being done meets the approved codes to provide fire and life safety to all of the public.





Existing Business Inspections –

199 inspections were logged for this month, which is 3% less than the amount we did last month. 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, as well as special inspections that were to ensure that the fireworks stands are following the state standards and our requirements.

Of these inspections, 12 were complaints, 10 were correction notices, 72 were follow up inspections, 12 were hazmat inspections, 36 were primary inspections, 3 were food truck inspections, and 54 were special inspections this month. These do not include the construction inspections that are mentioned above.

Realize that these are in addition to all of our other duties that are required of us.

Investigations –

This month, the number of responses that this division was involved in went up to 43. This took just over 62.5 hours of time to complete these calls. These included law enforcement, investigations, and responses. Also included in this number were fireworks enforcement, parking citations, structure fires, hazardous materials calls, and, most recently assisting with occupant load items pertaining to the new public health orders.

Fire calls seem to increase when the wind is up and the humidity is lowered, which is prime fire weather. This increase has to be attributed to the increased use of the public using the fireworks that they have purchased as well. Although there was a stage 2 fire ban in place, there were fireworks being lit off throughout the district, including many that were not legal even when there is no fire restrictions.

Public Education –

As of the last week of July, it was determined that we would start engaging in in-person public education events on a case-by-case basis. This is still very opportunistic as we are trying to make sure that we are protecting not only the public, but the public education providers as well.

With that being said, we did a total of 17 car seats in the station, with 13 of those were rear-facing meaning that these were for infants.

We will continue to monitor the situation with COVID and how we can provide the education that is important to keep the public safe, all the while keeping our personnel safe, including the line firefighters.

Unmanned Aerial Vehicles (UAV) –

Over the course of the month there was a total of 53,886 flight feet logged on 30 flights, which represents a small decrease from June, however this can be attributed to the increased number of inspections completed, and staff being off. A total of 107 minutes of flight time were logged in July.

The UAV program is a very 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.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

The end of July saw a weeklong Engineer Promotional Process, where nine members participated in a practical test, a written test, and an interview panel. This was the culmination of thousands of hours of training and preparation, and all of the candidates should be commended for their efforts in the process. We also know that a lot of this training and preparation was with the assistance of all of their crews, and we are thankful for everyone's help throughout the past several months. Special thank you to those that helped administer the process including John Gardner, Chris Bates, Steve Patik, Nate Peery, Kevin Reed, Steve Coffin, Seth Roan, Nate Meyers, Matt Melton, Lori Kania, Debbie Stanley, Ben Jennings, and Chief Martin.

Also in July, we were able to conduct the third set of shift-wide SimsUShare trainings through the guidance of Jeff Helle, Matt Rettmer, Matt Osborn, and Eric Bockhacker. This month's training continued its focus on IRRs/Follow-Up reports, but added in TLOs for additional incoming units and the transfer of command to a chief officer. It was also great to hear the strategy and tactics discussions that stemmed from the sims.

The July 20s Drill was led by Brett Johnson, Doug Kelley, and Randy Rafferty and centered on extrication techniques for side-impact collisions. On the last day of the month, we started our Lateral Academy for new members, and we are pleased to welcome Paul O'Brien and Damian Cappel to the department!

In July, crews trained more than 1832 hours on a wide range of topics to stay operationally prepared including peer support training, driver operator pumper, cardiac emergencies, shock protocols, driver operator aerial, engine company operations, radio communications, professional development, physical fitness, and much more.

Project Progress Report

We are currently working on the following projects:

- Engineer promotional process – follow up
- PSTF South Building projects
- PSTF North Building projects
- Upcoming BC/LT/ENG promotions
- Video project
- Lateral academy
- Supporting upcoming department level trainings
- Accreditation 5K goal and needs
- Hosting company level trainings
- Department SimsUShare training
- Target Solutions system management



engineer promotional process



engineer promotional process



extrication training at Littleton U-Pull



extrication training at Littleton U-Pull



extrication training at Littleton U-Pull

Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

The Logistics Division has continued to remain busy during the month of July. As has become the new normal, work continues on various Covid-19 related projects that have been identified. Some of these projects include or have included further purchases of PPE, tools and equipment to aid in disinfection of vehicles and stations and materials to make disinfection of personnel easier during or after a call such as Hero Wipes and EMS Wipes. In addition, work has begun on a project that, if approved, would give each station a gear extractor and dryer. I continue to work on these projects and more with the support of the Logistics Division. Some other things that took place in the month of July include; Firefighter Rafferty and I traveled to Lynn, MO. for final inspection of new medic unit. We then drove the unit home, which saved us about \$5,000 in the budget for this unit compared to it being delivered. I met with Chief Goudy and did a department wide tour with him on final facilities transfer. Thank you, Chief Goudy, for your help with facilities during this transition period! Your historical knowledge of our facilities will be greatly missed!

Support Services Technician (SST) Keegan continues his work to keep all members in the gear they need. During the months of June and July, A and B Shifts have completed their bi-annual cleaning and inspection of both primary and secondary sets of bunker gear. This will continue during the month of August with C Shift performing their cleaning and inspections. As a reminder, this all needs to be logged in PSTrax. Much like a patient care report, if it wasn't logged or written down, you didn't do it! I would like to thank all the shifts for their cooperation in this regard. This new action helps to get us in line with the new NFPA 1851 PPE standard. On this same note, due to our moving the ballistic vest replacements to a 10-year cycle, September will be ballistic vest inspection month. SST Keegan and I have worked with Lt. Osborn to get a comprehensive checklist built on PSTrax for this purpose. It is a 14-point inspection based on National Institute of Justice (NIJ) standard for best practices. The more time consuming part this year will be the collection of all serial number data from each piece of the ballistic vests. More information to come on this. We will be relying on each member to gather this information so it can then be entered into PSTrax for annual tracking purposes. SST Keegan has also been busy delivering CRFD gaiters and boonie hats to each member.

Sr. Emergency Vehicle Technician Jennings continues his work to keep our fleet in operational status. Through the month of July, he has been busy with the department's 3 aerial apparatus, performing preventative maintenance service, aerial inspection and service and repairs as needed. He also worked with the Training Division to keep units in service for the engineer testing process. During this time, our KME aerial developed a leak from one of the radiators. Ben quickly found that KME parts could be elusive. With much searching, we have been able to locate a replacement radiator. In the meantime, he removed the leaking one and had a repair made so that we can keep the unit in service.

We have found that due to KME no longer supporting the Maxxforce engine platform, as well as International dropping this engine platform in 2015, parts have become increasingly difficult to locate. Ben was available to help with pump testing Elizabeth Fire Protection District's 4 engines and 1 tender. As a department, we offered pump testing to surrounding departments, and have pump tested 10 trucks in addition to all of our own apparatus this year. This included; Tri-Lakes Monument FPD and Elizabeth FPD.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) numbers for June are 1,761. Year to date is 26,979, and total since we began the program is 87,588. 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
- Outside Department NFPA Annual Pump Testing
- Sierra Wireless gateway pilot. (M-153)
- Master plan update
- New staff Tahoe
- New Medic final inspection
- Station and FHQ disinfection
- Covid-19 logistics and supply
- Annual Apparatus NFPA pump tests. (CRFD)
- Extractor / Dryer project
- Apparatus / Equipment ISO survey



Replacement Medic Unit

Hose testing



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In July, we continued a return to more normal responsibilities and tasks with COVID-19 calls/Zooms/WebEx/Teams/GoTo Meetings taking about 25%. That being said, there are still several daily and weekly standing COVID-19 conference calls and web-based meetings to support the Town, County and North Central Region.

The rough draft of the Standards of Cover (SOC) is complete and through its initial review with a few edits remaining. The document will be complete in early August, available for review by the Town Manager and ready for Town Council in September. Along with the SOC, the Annual Compliance Report (ACR) is being drafted for submission to the Commission on Fire Accreditation International (CFAI) as soon as the SOC is adopted by Town Council. The department has made a lot of progress over the past year. With the submission of this year's ACR, we report four, and possibly six, recommendations as implemented and one as rejected. This will leave only two - four recommendations remaining open.

The Master Plan team will be re-engaged over the next several weeks, working with a goal of presenting the plan to Town Council early next year.

The Center for Public Safety Excellence is continuing to re-evaluate their course offerings and modalities. Some classes are being tested as on-line and blended learning offerings. As soon as new/updated courses schedules are released, I will forward them out to everyone.

June Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	430		908		260		630	
Urban	302	70%	577	64%	177	68%	362	57%
Rural	69	16%	155	17%	45	17%	112	18%
Interstate	14	3%	47	5%	12	5%	41	7%
NO FMZ	20	5%	0	0%	3	1%	0	0%
Blank	25	6%	129	14%	23	9%	115	18%
Mutual Aid Calls	48	11%	178	20%	38	15%	161	26%
Aid Received	13	3%	56	6%	13	5%	53	8%
Aid Given	35	8%	122	13%	25	10%	108	17%