

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

August 2020 Monthly Report

Department News: August was a busy month between wildland fires, motor vehicle crashes and house fires. Below are pictures of two motor vehicle crashes, a wildland fire, a medical assist on a bike crash, and a garage fire.



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
August 2020...100%

Of the 37 customer survey cards we received in August, all were of the highest overall rating of 5. Some of the comments we received read; *"Very professional. They even stayed and cleaned the blood from my white carpet. It's great to know we are protected so well. Thank you."* Another read; *"They all were wonderful. They calmed my wife down while working on me. A big thank you to all first responders."* Another read; *"I had a bike (bicycle) accident. My bike was even returned to my house. Certainly above and beyond expected service on top of medical attention. Thank you."*

Call Statistics:

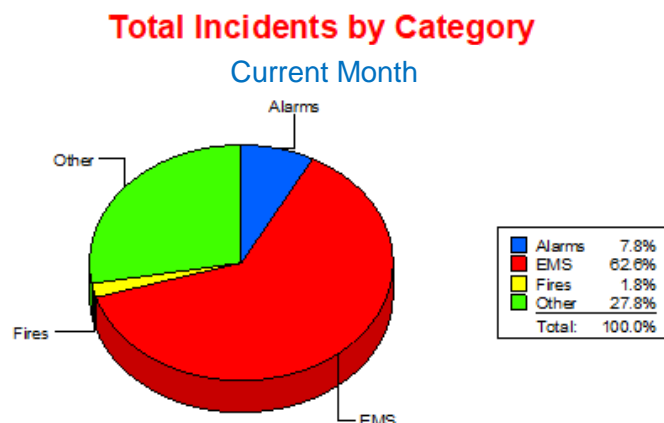
For the month of August, we responded to 463 calls for service. Last year at this time, we responded to 527 calls. This places our year to date calls at 3,455, which is 384 less calls or -10% from last year. Average calls per day for the month were 14.1.

Of the 463 calls for service in August, 287 of the calls were for EMS. We had 266 patient contacts and transported 191 patients. This time last year, we had 232 transports.

Fire Calls:

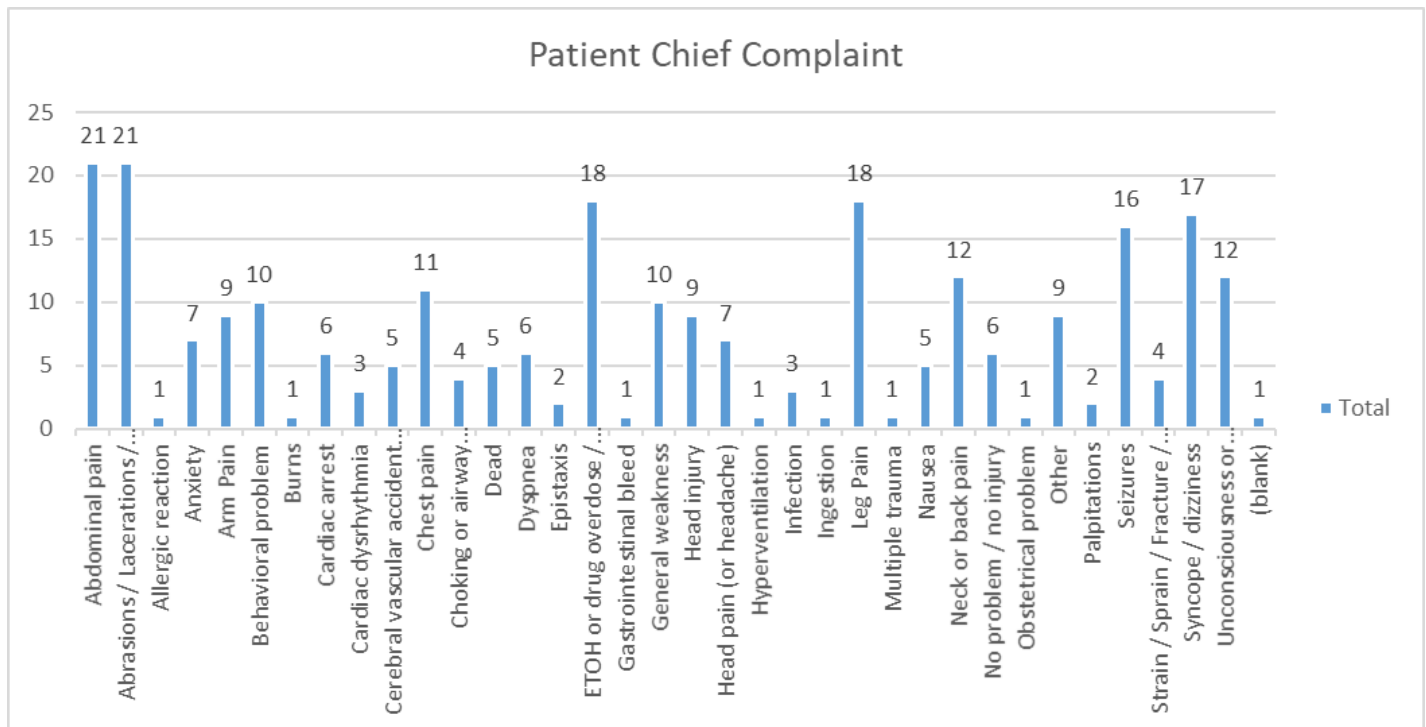
During the month of August, we ran 11 fire calls compared to 10 in August 2019. We had 36 alarm calls, which is 10 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in August were for abdominal pain and abrasions/lacerations with 21 patients each. The second most common call type was for alcohol or drug issue and leg pain with 18 patients each.



Measurable Outcomes:

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

July 2020...100%

August 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 6 Transported to appropriate facility **100%**

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

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

Significant Incidents:

- **A Shift:** On August 14th, Quint 155 and Medic 154 responded to a medical assist for a 65 year old female "sick case". Note patient had an extensive medical history. Patient moved to Medic 154 for transport. Upon being placed into Medic 154 the patient went into cardiac arrest. Return of spontaneous circulation (ROSC) achieved, patient transported to a local hospital emergent with two extra firefighters.
- On August 20th, Engine 153, Medic 153, Quint 151, Battalion 151, and Division Chief 151 responded emergent to the area of 750 Ridge Road for a report of a 6 inch 200psi gas line cut.

Units arrived, and evacuated/shutdown needed roads, construction sites and homes. Original estimation to fix the leak by Black Hills was eight to ten hours. A Code Red was issued for all of Founders and Castlewood Ranch. Town social media team advised. Black Hills determined a service connection was torn off the top of the pipe, and damage was welded shut by the contractor while the line was gated down to 60 psi. If this line had been shut down, all of Founders, Castlewood Ranch and parts of Plum Creek would have lost all service. The incident was mitigated in approximately four hours without incident.

- **B Shift:** On August 31st, Engine 153, Medic 153, Battalion Chief 151, Quint 155, Division Chief 151, Engine 152, Quint 151, Chief 153, and Bureau 151 responded to a residential structure fire in Founders Village. The fire was contained to the garage. The cause remains under investigation; however, it does not appear to be suspicious.
- **C Shift:** On August 10th, Quint 151, Medic 151, Battalion 151 responded to Plum Creek Parkway for a reported unconscious and unresponsive party. Crews found one patient in cardiac arrest. Crews initiated basic and advanced life saving measures. Medic 151 transported one critical patient to a local hospital emergency with return of spontaneous circulation and consciousness regained.
- On August 17th, Engine 154, Medic 154, Quint 151, Medic 151, Medic 153, Battalion 151, Division Chief 151 and Bureau 152 responded to Castleton Way for a report of multiple parties complaining of burning eyes and coughing. Crews found four patients with complaints and determined that bear spray had been discharged causing the medical complaints. All four were evaluated and determined not to need further care or they refused further care and transport.
- On August 23rd, Quint 151, Medic 153, Battalion 151 to Heritage Avenue for a reported unconscious and unresponsive party. Crews found one patient in cardiac arrest. Crews initiated basic and advanced life saving measures. Medic 153 transported one critical patient to a local hospital emergency with return of spontaneous circulation and consciousness regained.



Garage fire



Deputy Chief Commentary:

August was a month with several changes within the Operations Division. With the previously mentioned retirements in July, we conducted interviews and promoted three members: Lt. Cameron Nelson was promoted to Battalion Chief, Firefighter Randy Rafferty was promoted to Lieutenant, and Firefighter/EMT Taylor Reifschneider was promoted to Engineer. In addition, our two newest members, Firefighter/Paramedic Paul O'Brien and Firefighter/EMT Damian Cappel, successfully completed the lateral academy and have been assigned to B Shift and A Shift respectively. Congratulations to each of you!

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 low but consistent number of patients where COVID is suspected or has been confirmed.

Our personal protective equipment (PPE) supply continues to remain fairly stable. With the sustaining number of cases, we remain vigilant in maintaining an adequate supply. The medic unit we had converted for COVID-19 related issues remains in ready reserve status.

We have restarted our interactions with the public through education and other interactions such as birthday parties, block parties, etc. We continue to review these on a case by case basis prior to committing. We are still encouraging these gatherings to be approximately 10 persons and ensure all current state guidance is followed.

Our call volume continues to be trending downward from last year. We are currently 10% below this same time in 2019. This continues to be a trend throughout the metro area. Transports to emergency departments also continue to be noticeably decreased from last year, and these trends also continue to be seen throughout the metro area.

We spent the vast majority of August in Stage I fire restrictions, however, with the continual hot and very dry weather, we returned to Stage II restrictions on August 17th. We continue to educate the public on what these fire restrictions encompass. The citizens continue to be very receptive to this, and we appreciate everyone's cooperation during this time and hope that we see a change in weather patterns to revisit our restrictions.

Firefighter/Paramedic Chris Prosch has been cleared to function independently as a paramedic with the department. Congratulations Chris! Firefighter/EMTs Hoekstra and Morey, and Firefighter/Paramedics Malone 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. In tying these to our accreditation goal, we are working with our medical director to show the outcomes of stroke alerts in general. We believe this data is the most comprehensive at this time for us to get the best information and continue to look at ways to improve patient care and outcome.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

August continued our “interesting times” as Stage 2 Fire Restrictions were re-implemented, we deployed crews out to assist with wildland fires here in the state, and we sent a member out with Colorado Task Force 1 in response to Hurricane Laura. On a couple of positive notes, Battalion Chief Matt Goudy retired after a successful career, and Mr. Corliss lifted the pay freeze that was implemented on May 1st. As such, we are now in the process of ensuring everyone receives their raises and retro pay. And, Congratulations Matt!

“Safer at Home” continued in August as the County does not meet the “Protect Our Neighbors” criteria. We continue to look at ways to improve our operations and response, and this month we looked at new EMS bags that are easily cleaned and video laryngoscopes. Both are currently being evaluated for purchase using CARES Act funding, and if approved, we’ll move forward with these items. Both have the opportunity to reduce our exposure to COVID-19 as well as other communicable diseases. I remain proud of everyone’s efforts as we continue down this path, and we have received numerous compliments about our service delivery. Great job all!

After having a successful fireworks show for the Douglas County Fair on August 1st under Stage 1 Fire Restrictions, Stage 2 Fire Restrictions were re-implemented on August 17th along with Douglas County as a whole. Our conditions continued to deteriorate, and we saw numerous large fires start around the state. We continue to monitor our conditions, and, unfortunately, the long-range forecast is not very favorable, so we’ll see how long this lasts.

I would like to take this opportunity to welcome Firefighter/EMT Damian Cappel and Firefighter/Paramedic Paul O'Brien to the department after successfully completing their lateral academy and receiving their badges on August 28th. This would not have been possible without the dedicated efforts of Firefighter/EMT Kevin Reed, Captain Hood, and Division Chief Bersagel-Briese who coordinated the hiring process and then conducted the lateral academy, something that hasn't been done in over 15 years. The support they received from the rest of the department ensured the success of the academy, and I commend everyone for their commitment to bring these two new members on board. Thank You!

I also want to recognize Firefighter/EMT Taylor Reifschneider on his promotion to Engineer, Firefighter/EMT Randy Rafferty on his promotion to Lieutenant, and Lt. Cameron Nelson on his promotion to Battalion Chief. Congratulations to all!

Fire Chief Commentary:

The 2021 Budget continues to move forward in the process, and we have been recommended to receive one full time employee (FTE), a fire plans examiner. This position will be entirely 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, we have not been recommended any additional positions and other budget increases are nominal. One big capital item in the budget is for

critical repairs to the fire training center in the amount of \$150,000. We have not made repairs or improvements to the fire training center in quite some time, and this has been approved to move forward in the budget for next year.

The need for our non-approved positions remains, and we will continue to work towards trying to secure these positions. The Town Manager is keenly aware of our needs, and we will be looking at potential solutions in 2021.

The Town's sales tax revenues remain solid, and we lifted the spending freeze in August. We are allowing for non-essential expenditures; yet remain cautious with approving everything requested, as we still don't know if we will experience any financial impacts as we continue towards the end of the year. I remain cautiously optimistic that we will not experience a revenue decrease, and we will try to accomplish as much as we can within the remainder of our approved budget.

We have continued work on items, such as our ISO review, and some other items, such as the Master Plan, goals within the Strategic Plan, etc., have been slowly brought back to the forefront. We are moving forward with obtaining Council approval of our updated Standards of Cover at the September 15th Council meeting, and our Master Plan will be presented in early 2021 after our new Town Council is seated.



CRFD Honor Guard posting the colors at the badge ceremony

Presentation of gift from CRFD class 20-01



Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary:

We are so busy that we cannot keep up with everything that is coming in to be done all at once. This is in contrast to some businesses out in the nation today with having to close their doors for good because they just cannot keep open with the cost of doing business and the limited customer base.

Schools have re-started with a limited schedule and social distancing, causing some issues with ensuring that all are taken care of properly. The school districts are contacting building and fire departments to offer up suggestions as to how they are planning on fitting all of the students into these buildings while meeting the public health order that is in place.

While schools are having this issue, so are restaurants as cold weather is slowly creeping in, many restaurants are trying to be creative with their seating configurations.

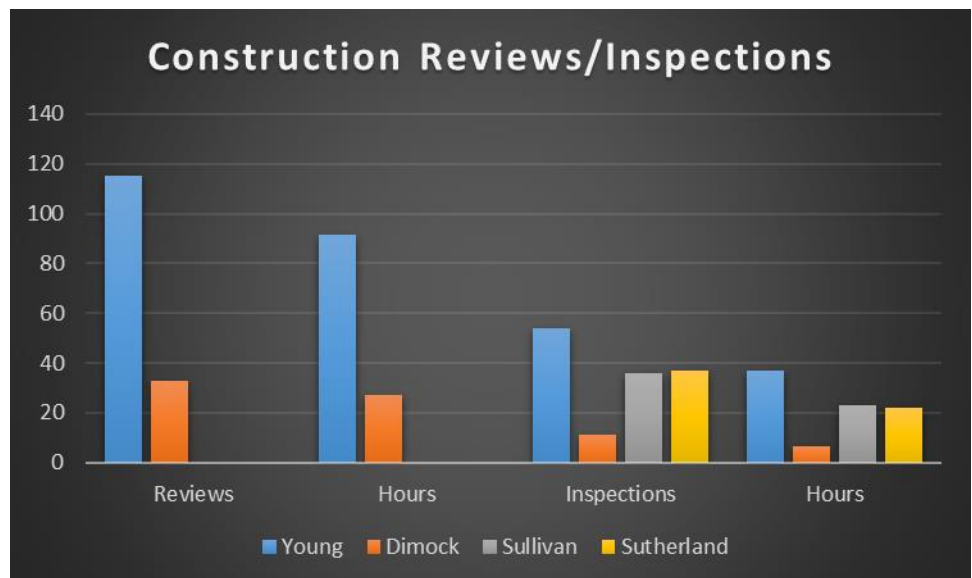
Key Life Safety Issues –

With cooler temperatures on the way, these can be very seasonal and sometimes very short-lived. This can cause some issues, as temporary use structures are not built to maintain colder temperatures without the aid of large heaters and/or air conditioning units. These pose additional concerns for life safety with compressed gases, electrical connections, and anchoring requirements that present problems of their own.

During the month of August, we remained in Stage 2 fire restrictions based on weather patterns and the lack of moisture throughout the month. Even though we received some rain days, this did not bring enough moisture to drop us back out of Stage 2. This creates more issues for the bureau as we have to provide policing and education to those that do not follow the rules or contend that they did not know of the restrictions.

Fire Prevention Bureau –

138 construction inspections were conducted in just under 88 hours of time. This included 11 final inspections of projects that range from tenant finishes to complete new buildings. 119 hours were consumed completing a total of 148 plan reviews, this being completed by two reviewers. We have consistently found that there are contractors performing work without all of the proper permits. We believe we have found the reason, however, it will take some time to determine just



how many of these contractors there are and what jobs they are on. We are working with our partners in Development Services to try to clear this up and get back on track.

Existing Business Inspections –

A total of 127 inspections were logged for this month which 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 for mobile food vendors, and other special type inspections.

Of these inspections, 4 complaints, 5 correction notices, 38 follow up inspections, 25 were hazmat inspections, 38 primary inspections, 2 food truck inspections, and 15 were special inspections this month. These do not include the construction inspections that are mentioned above.

Investigations –

This month, the number of responses that this division was involved in was 22. This took just under 19 hours of time to complete these calls. These included investigations, fireworks enforcement, parking citations, structure fires, hazardous material calls, and continuously assisting different businesses on navigating through these trying times. We also continue to work on the ongoing investigations; this could be from performing the investigation to writing the report or conducting further research regarding an investigation.

Public Education –

With the decision to start re-engaging with in-person public education, there has been more interest in doing events from the public. We are looking at the requests on a case-by-case basis to ensure that we are carefully conveying appropriate distancing measures and protecting all parties involved.

Car seat installations have begun to increase in numbers as well. Nineteen were completed in August with 3 of them being virtual.

Four events took place during the month of August making contact with 64 residents. A total of just over 3 hours were spent in conducting the events and several hours of time to prepare for the event.



The pickle ball community so generously gave gift cards in appreciation of the department's service

Unmanned Aerial Vehicles (UAV) –



Along with all the other duties and responsibilities that this division has, it also has the awesome opportunity and privilege to operate UAV's.

Currently, the department owns nine UAV's, some with thermal imaging capabilities and some without.

All are operational at this time; however, two of the nine are no longer supported by the manufacturer in regards to firmware and software updates. These are currently being used as reserve units and as training units to allow practice on larger UAV's.

This month we had a total flight of 89,589 feet with 233 minutes of flight time.



Thermal imaging view

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

There was a lot happening in August, with the division focused on several different projects. Primarily, we were able to conduct our first internal lateral hire firefighter academy in about 15 years. Firefighter Kevin Reed did an outstanding job organizing, planning, and instructing our two newest members throughout the month on all aspects of our department. Putting on an academy like this is no small feat, and in addition to him coming off-line for this assignment, the academy featured every member of the department and many hours from on-duty crews. We are extremely thankful for all of the knowledge shared, everyone's amazing attitudes, and the support from the entire organization. At the end of the four week academy, Firefighter/Paramedic Paul O'Brien and Firefighter/EMT Damian Cappel received their badges and have already begun their shift assignments.

Also in August, we were able to support an in-person Hazardous Materials Awareness/Operations course at the new PSTF North Building. Lt. Matt Osborn, Engineer Steve Patik, and Firefighter Kevin Travis organized and instructed the three day class to members of our department as well as members of Larkspur FPD, Franktown FPD, and the Arapahoe County Sheriff's Office. The new building worked out very well as it allowed the space for classroom distancing as well as indoor evolutions in the multipurpose room.

We also worked with Air Life to demo some new learning software that they are looking to implement. The intent of the program is to have a 45 minute online training that can be used as a refresher prior to their crews coming to do in-person training. By moving some of the content to the online platform, it will allow the helicopter crews to do more real-life training with our crews...like hot loading patients, etc.

Lastly, the town received the results of the annual CIRSA audit, and the fire department received a perfect score of 100%. This year's audit looked at the following programs or certifications: back injury prevention program, slips/trips/falls prevention program, vehicle maintenance and inspection program, defensive driving training, new driver training, safety and health program, safety officer program, and structural firefighting training.

In August, crews trained more than 1952 hours on a wide range of topics to stay operationally prepared including ACLS, RIT and mayday, behavioral disorders, driver operator JPRs, air consumption analysis, stroke protocols, ventilation, scene size-up, wildland training, district familiarization, vehicle extrication, physical fitness, and much more.

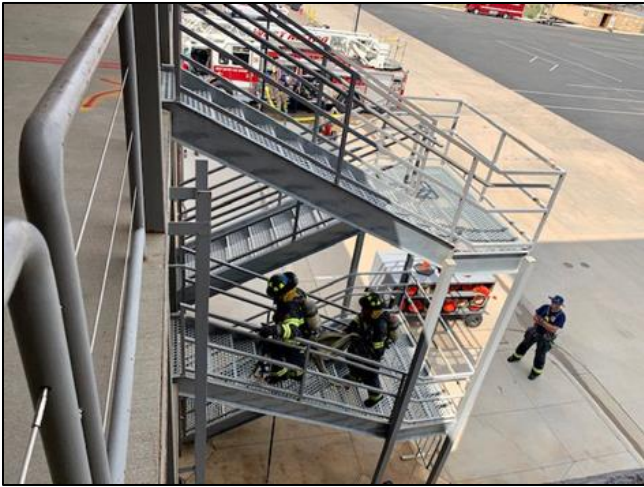
Project Progress Report

We are currently working on the following projects:

- Engineer promotional process – follow up
- PSTF South Building projects
- PSTF North Building projects
- Video project
- Potential acquired structure training
- Supporting upcoming department level trainings
- Accreditation 5K goal and needs
- Hosting company level trainings
- Department SimsUShare training
- Target Solutions system management

CRFD ACADEMY 20-01





C
R
F
D
A
c
a
d
e
m
y
2
0
-
0
1

Holding an indoor Hazmat Awareness/Ops Class in the new Public Training Facility north building



Logistics Division:
Division Chief Jim Gile

Division Chief Commentary:

August proved to be a month full of activity in the Logistics Division. Among other things, work has continued on PPE and supply procurement in relation to COVID-19. In addition, work has continued on the identified projects that were approved for CARES money reimbursement. These include an extractor and dryer set for each station that does not already have this capability, PAPR's, electrostatic Victory sprayers for each station and each medic unit, Fire and EMS Wipes, and more! All of this has required much time and effort on the part of the Logistics Division including, meetings with Town Facilities Department on the infrastructure needed, meetings with vendors and suppliers, preparing paperwork with quotes, estimates and project costs for Chief Croom and Chief Martin's approval and then on to the Town Managers Office and Finance for approvals. All of this done before we can order. I am glad to report that we do have the needed and requested items on order!



We have also been working with the needed folks in order to move forward with the garage door raise at Station's 154 and 155. In addition, we have begun the process of re quoting the Type VI brush trucks by Boise Mobile Equipment scheduled for replacement of the two Dodge Brush units as per the replacement schedule.

The Research & Development group and Support Services Technician Keegan met again with MES, Sure Sales and Scott representatives as the SCBA replacement is also back on the books as was budgeted. This is great news! SST Keegan and myself are currently working on all of the other "stuff" that would go along with the change in SCBA platform. We have talked with several other departments and our vendors in order to capture any additional purchases that will need to be made in order to accomplish this changeover. After we gather all of the needed information, we will send it out to R&D for the group's consideration, then will be able to make a recommendation to Chief's Croom and Martin.

Sr. Emergency Vehicle Technician Jennings has continued with the repairs and maintenance of the Department's vehicles. In addition to the normal preventative maintenance on a scheduled basis, there are always write ups and emergency's that interrupt the daily flow of work. Add to that the addition of new units that need to be prepped and put in service, and it makes for a very full schedule. I have been able to jump in and help Ben out where needed, which is good as it helps to keep up my skills as well. Ben has been able to get the collapse trailer in for up fitting, in between calls for service of course. I was able to assist him in up fitting the new medic unit and making it ready for service. This new Unit 110 is at Station 151 awaiting in-service training before going in service.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for July are 1,321. Year to date, 28,300 and the total since we began the program is 88,909. 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
- 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
- SCBA replacement
- Hazmat training on trailer
- MRE procurement and distribution
- Sierra Wireless gateway pilot. (M-153)
- Station 154 & 155 door project



Pump testing



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In August, the time associated with the COVID-19 response and recovery accounted for about 25% of my time.

The final draft of the Standards of Cover (SOC) is complete and scheduled to be presented to Town Council on September 15th. The Annual Compliance Report (ACR) is nearing completion and is on track for an early October submission to the Commission on Fire Accreditation International (CFAI). The department has made a lot of progress over the past year. With the submission of this year's ACR, we report four recommendations as implemented and one as rejected. This will leave only four recommendations remaining open.

The Master Plan team has re-engaged. While there are two sections that still need work (executive summary and conclusion), the team has been asked to review the current draft. Our current goal is to have the document ready for presentation to Town Council in January.

The Center for Public Safety Excellence (CPSE) 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.

July Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	460		1010		290		740	
Urban	329	72%	660	65%	217	75%	470	64%
Rural	83	18%	205	20%	49	17%	143	19%
Interstate	10	2%	38	4%	10	3%	38	5%
NO FMZ	38	8%	81	8%	14	5%	65	9%
Blank	0	0%	26	3%	0	0%	24	3%
Mutual Aid Calls	40	9%	184	18%	30	10%	156	21%
Aid Received	17	4%	85	8%	12	4%	75	10%
Aid Given	23	5%	99	10%	18	6%	81	11%