

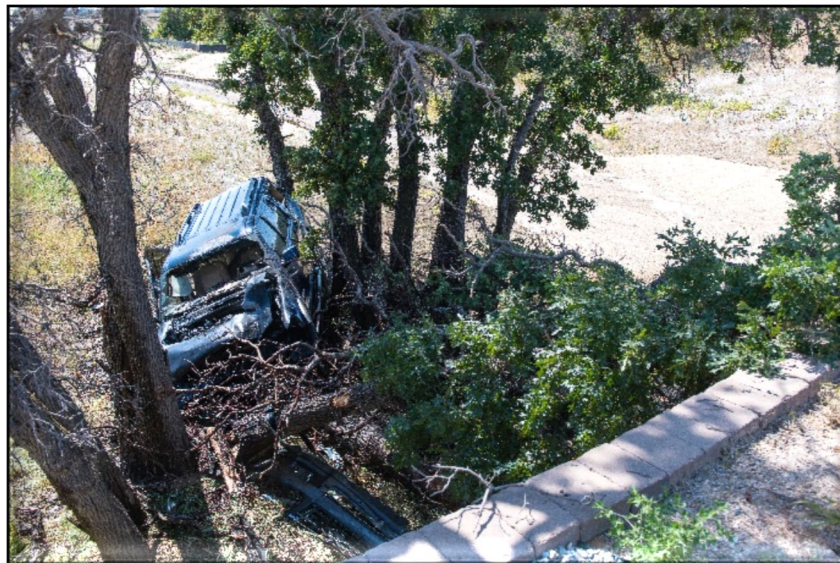
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

September 2020 Monthly Report

Department News: Below are pictures of a motor vehicle crash resulting into the vehicle catching on fire. Fortunately, the patient only had minor injuries.



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
September 2020...100%

Of the 33 customer survey cards we received in September, 30 were of the highest overall rating of 5 and 3 had a rating of 4. Some of the comments we received read; *"My husband doesn't recall anything so he asked me to fill this in. I cannot express my appreciation for the professionalism and expertise of the staff that attended him. We feel so fortunate to be living in a town that has such a wonderful and dedicated service. We thank you from the bottom of our hearts."* Another read; *"The EMT's were terrific. The guys from Crystal Valley were exceptional. We are blessed they serve us. We are thankful."* Another read; *"Thank you so much. We are fortunate to live here and appreciate the level of service. God bless you in this time of stress and uncertainty."*

Call Statistics:

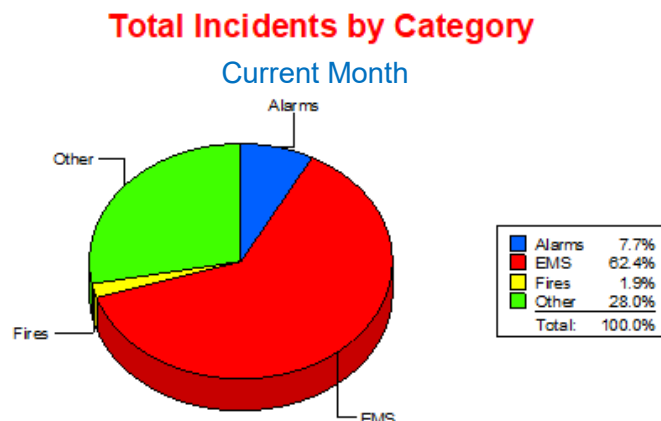
For the month of September, we responded to 484 calls for service. Last year at this time, we responded to 527 calls. This places our year to date calls at 3,940, which is 413 less calls or -9.5% from last year. Average calls per day for the month were 14.4.

Of the 484 calls for service in September, 295 of the calls were for EMS. We had 280 patient contacts and transported 241 patients. This time last year, we had 212 transports.

Fire Calls:

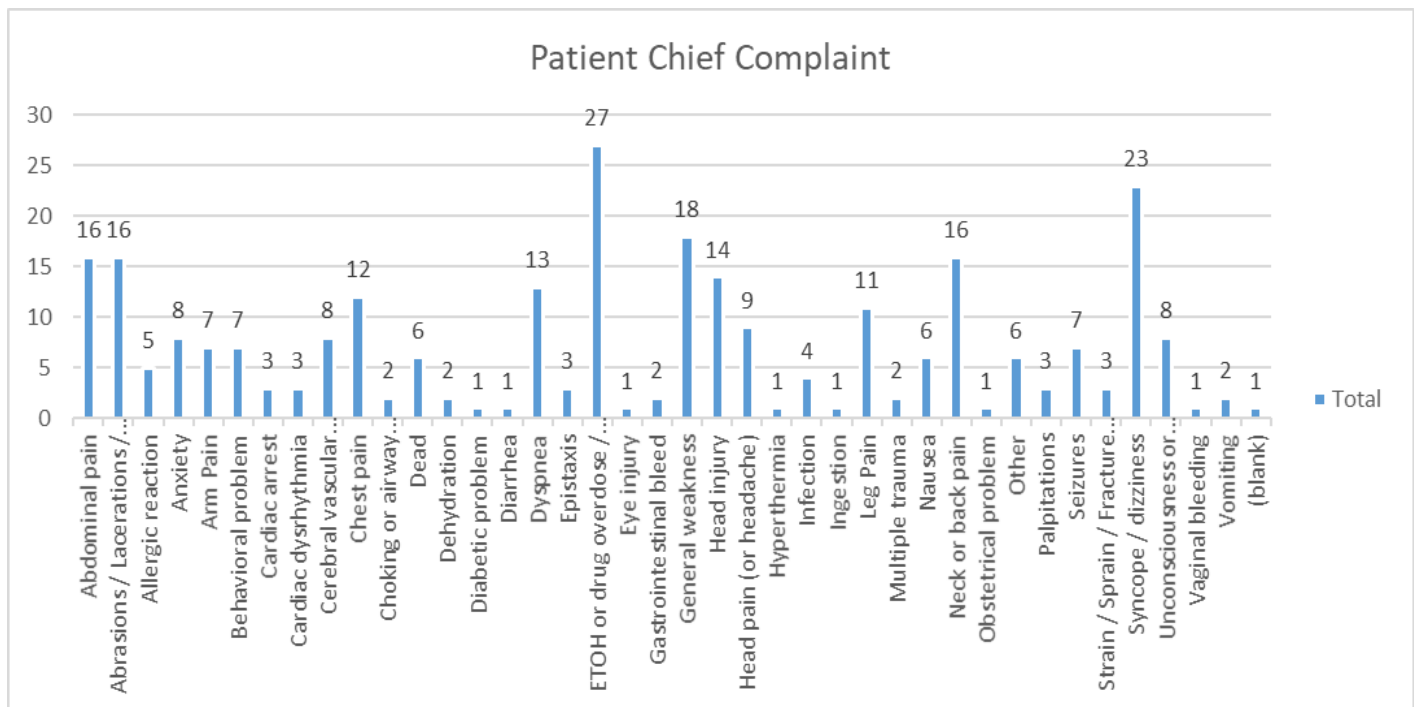
During the month of September, we ran 12 fire calls compared to 8 in September 2019. We had 36 alarm calls, which is 12 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in September were for alcohol or drug issue with 27 patients. The second most common call type was for syncope/dizziness with 23 patients.



Measurable Outcomes:

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

August 2020...100%

September 2020...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts 2 Transported to appropriate facility **100%**

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

Stroke Alerts 7 Transported to appropriate facility **100%**

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

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On September 25th, Battalion 151 and Brush 151 responded to Jackson Creek Road and Rampart Range Road for a brush fire, non-threatening. Acting Battalion Chief Moore was assigned Alpha Division, commanded that division, and coordinated multiple helicopter water drops. Brush 151 cut hand line, and cut down hazard trees.
- On September 19th, Engine 153 and Medic 153 responded in Founders Village for a report of a possible stroke. Units arrived, treated and transported the patient emergent to a local hospital. Kudos received on a stroke follow up report for a positive patient outcome.

Deputy Chief Commentary:

The previously mentioned promotions were effective in September with Firefighter Randy Rafferty being transferred to A Shift, as the Lieutenant at Station 153, and Firefighter Taylor Reifschneider was transferred to A Shift, as the Engineer at Station 155. Our two newest members, Firefighter Paramedic Paul O'Brien and Firefighter Damian Cappel, continue to work through their station rotations and task books.

There have been extensions of Executive and Public Health Orders, and we continue to stay current on guidance at local, state, regional, and national levels, with issues pertaining to the pandemic. Our calls and transports remain consistently low where COVID is suspected or has been confirmed in a patient.

Our personal protective equipment (PPE) supply continues to remain stable. With evidence of an increase in the number of cases, we remain conscientious in maintaining an adequate supply. The medic unit we had converted continues to remain in ready reserve status.

Our interactions with the public through education and other events, such as birthday parties, block parties, etc., have gone well to this point. We continue to review these on a case-by-case basis prior to committing and are encouraging these gatherings to be approximately 10 persons or less and ensure all current state and local guidance is followed.

Our call volume continues to be trending downward from last year. We are currently 9.5% 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. These trends also continue to be seen throughout the metro area.

We remain in Stage 1 fire restrictions. With the continuing, abnormally warm and very dry weather, we are monitoring if conditions will change and adapt accordingly. We appreciate everyone's cooperation during this time.

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 particular. 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.

EMS portion of Your Town Academy



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

September saw our first snow of the year, we reverted back to Stage 1 Fire Restrictions, a brush truck and crew was assigned to assist with the Grizzly Creek and Cameron Peak wildland for the entire month, and drought conditions continue to worsen statewide. Additionally, the Department, along with all of the other responders, was recognized by proclamation by the Douglas County Board of County Commissioners for our assistance at the Chatridge 2 Fire.

“Safer at Home” continued in September as the County did not meet the “Protect Our Neighbors” criteria, and we are actually seeing our COVID numbers increasing again. Part of this increase could be due to Labor Day weekend, and part may be contributed to schools resuming in person classes. We are closely watching the numbers, and we are preparing for a predicted increase as we move into the winter months. The State also published their new “COVID Dial” dashboard that shows where the County is in relation to the pandemic numbers, and it also provides guidance based on where we fall in the dial. This new process eliminated the need for variances, and it has been very interesting to watch as we continue to progress through this pandemic.

I want to recognize Lt. Jill Zelazek-Foulke in her pursuit of the Fire Officer designation through the Commission on Professional Credentialing. She went through a thorough review process, and was then awarded the designation. Congratulations Jill!

Fire Chief Commentary:

The 2021 Budget was approved by Town Council, and we are scheduled to receive one 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. 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 FTC in quite some time, and this has been approved as part of the budget for next year.

As stated previously, 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.

We have continued work on items, such as our ISO review, the Master Plan, goals within the Strategic Plan, etc., as these have been slowly brought back to the forefront. We obtained 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.

Since we had to cancel the 4th of July Fireworks show due to Stage 2 Fire Restrictions, we have worked with the vendor, town staff, and Town Council to reschedule this show for New Year’s Eve. Town Council approved the show to be shot from the Santa Fe Quarry at 1900 hours. This does not replace the fireworks show at Starlighting, so hopefully, we won’t be under fire restrictions, nor will we

have a blizzard to prevent either of these shows from occurring. I'd like to say stranger things have happened, but it is 2020.

I had the opportunity to represent the Department at a Medal Presentation for Private First Class (PFC) Art Brodin at the PSM Amphitheatre on September 26. PFC Brodin, a 97 year "young" resident of Castle Rock, served in World War II, but never received his awards for his service. He crash landed in a glider near Normandy on D-Day +8, and then saw combat in the Ardennes, Battle of the Bulge, and the push into Germany as part of the 87th Infantry Division in General Patton's 3rd Army. Congressman Ken Buck, along with the Colorado Department of Military and Veteran Affairs, presented him with his awards in a very touching tribute. More information can be found at <https://www.breitbart.com/local/2020/09/30/world-war-ii-veteran-receives-medals-after-74-years/>.

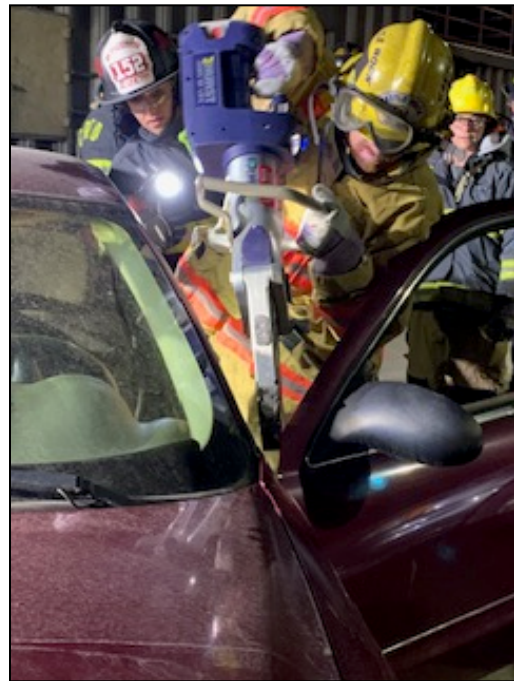


Finally, I would be remiss if I didn't take the time to remember the anniversary of the LODD of Castlewood Captain John Hager on September 9th, 1989 as well as all of the lives lost on September 11th, 2001. The pandemic did not allow for normal remembrance events, but they shall never be forgotten.

Your Town Academy participants getting some hands on experience



Breaking the glass



Using the jaws of life

Life Safety Division:
Division Chief Brian Dimock

Fire Marshal Commentary:

Being busy takes on a whole new meaning when the items that you are trying to accomplish are a hybrid of online and in-person actions. Meetings involving the construction of buildings take place online with the engineers and others, but then the boots hit the ground and the building goes vertical and it is all in-person, on-site.

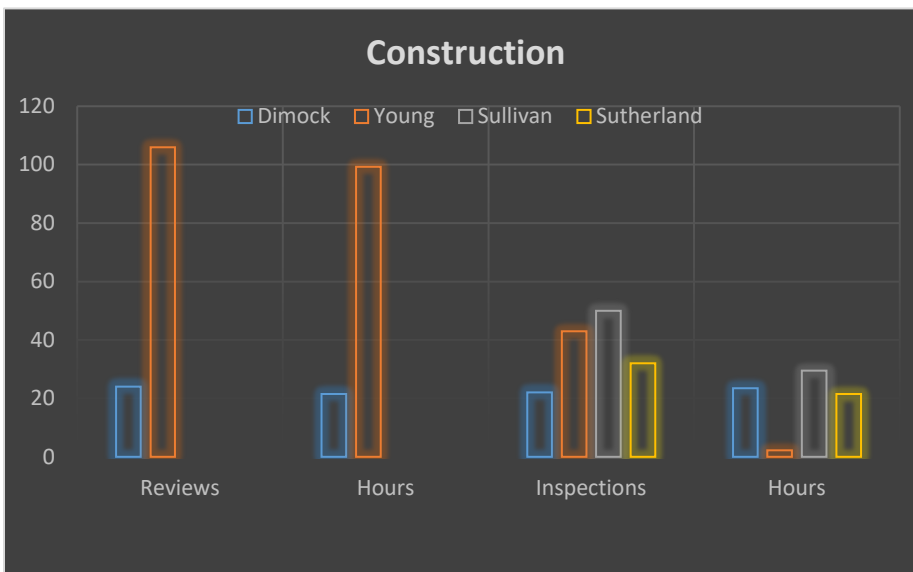
Currently, this division has a minimum of 42 operating construction sites with active construction taking place requiring oversight and inspections on a consistent basis.

Key Life Safety Issues –

This month, we increased plan reviews by 40% and construction inspections by 18% over what we did a year ago. Shortly after the beginning of the month, we reduced to Stage 1 restrictions and continued throughout the month with those, even though the heat and lack of moisture remained. As wildland fires raged across the state and the nation, we were very fortunate that we only had a couple of small brush fires that were extinguished very quickly. Optimistically, the construction within the Town continues to be strong and provides a plethora of opportunities to provide insight into fire and life safety.

Fire Prevention Bureau –

Busy does not describe what went on this month in the bureau. With having one of our members out on an injury, we still managed to complete 181 construction inspections. This required just over 93 hours, with only four people. This also included 31 final inspections of projects that range from tenant finishes to complete new buildings. On top of the inspections that were being requested, a total of 130 plan reviews were completed consuming just under 121 hours of time. Although this was done with two people reviewing the plans, they also had all other duties to complete as well. This month we found at least three individuals that were performing work in a commercial occupancy without any permits from either the building department or the



fire department. This is a serious issue as it allows for work to be completed without ensuring that all precautions are being taken to provide the utmost safety for all the patrons that visit this business. While it does cost money to apply and obtain a permit, it does add a layer of safety for the building occupants to know that all building, and specifically fire and life safety items, have been approved prior to allowing a business to operate within the building.

Existing Business Inspections –

A total of 192 inspections were logged for this month which consisted 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, 3 were complaints, 13 were correction notices, 53 were follow up inspections, 7 were hazmat inspections, 80 were primary inspections, 6 were special event inspections, and 30 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 11. This took 10 hours of time to complete these calls. This included parking citations, structure fires, hazardous material calls, and continuously assisting different businesses on how to navigate through these trying times. There were 19 log entries regarding investigations; this entails performing the investigation to writing the report or conducting further research regarding an investigation.

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.

This month there were three UAV requests made to this division. The majority of the time these are from local law enforcement agencies.

This month we had a total flight of 149,114 feet with 358 minutes of flight time.

Public Education –



Preparation this month for the upcoming Fire Prevention month in October took a multitude of hours of writing materials, researching and then working with Community Relations in putting together a message that would be available to the public via the website. While some events are still being scheduled in-person, the majority will be online to allow the public to enjoy and get a fire safety message without the worry of having to socially distance.

Car seat installs have also started to increase in numbers as well. A total of 19 were completed in September; all were in person.

Twenty-five events took place during the month of September making contact with 188 citizens. A total of just over 29 hours were utilized in conducting the events and several hours of time were used to prepare for the event.



Crews outside visiting an assisting living facility to teach fire safety and the residents wanted to learn what they can do to help CRFD when responding to the facility

Youth Firesetter Intervention Program –

This month seemed to be unusually busy for our staff in dealing with youth firesetters. Because of social distancing, we had to postpone meeting with families earlier in the year. We had 7 youths involved in this program. The fire educators are trained in intervention, and it is a diversionary program that assists youth that have mistakenly or otherwise started a fire, and educates them. This program involves not only the youth, but the parent/guardian(s) have a role in the intervention as well, which ensures that the entire family is engaged in preventing needless fires. The program consists of interviews and education of all family members. Upon completion of the interviews, the interviewers will provide a recommended intervention strategy prior to the youth and their family leaving the station. The recommendation can include educational resources, an education program with CRFD, and/or a recommendation for further evaluation with another agency outside of CRFD.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

Following the completion of the new-hire academy, September proved to be a good month to set the stage for the final quarter of the year and to begin discussing what next year will hold in training. We were able to start a deep-dive into our new hire process, have planning sessions about our upcoming department wildland classes, and support department trainings. Also this month, Captain Hood spent time as an assessor at West Metro Fire's Lieutenant process, and was able to capture some ideas as we think about next year's LT promotional process.

Of course, September included our participation in the annual Denver 9/11 Memorial Stair Climb, which looked a lot different this year. For the first time in the 16 years of the event, we were unable to gather en masse; but a very small group of organizers/founders of the program were still able to climb at 1801 California. We were also able to join FDNY Lt Kevin Dowdell's family for the rest of the day to celebrate his life along with the other 342 FDNY members that were killed on 9/11.

September featured the return to in-person EMS training, led by FF/PM Zach Winters. Having the larger classroom is facilitating the in-person socially distant learning, and we've heard great feedback about the ability to train together again. Additionally, this month had our structure collapse training, where FF/PM Jason Norris lead crews through an in-service training on our new Paratech struts and how to use them to build door, window, and spot-t shores in a collapse environment.

PSTF/FTC Updates: a steel pergola was installed at the south building, which will eventually be part of the WTC steel placement. The classroom continues to come together and a new portable whiteboard was placed for instructor use. At the FTC, we were able to get rid of all of the remaining pallets, and the facility cleanup continues. We plan on filling in the grounds with some additional rock to cover the bare dirt areas.

In September, crews trained more than 1747 hours on a wide range of topics to stay operationally prepared including PEPP, trench rescue, hose testing, diabetic emergencies, hose line management, capnography, low angle rope rescue, professional development, strategy and tactics, truck company operations, 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
- Target Solutions system management
- Supporting upcoming department level trainings
- Accreditation 5K goal plan and needs
- Hosting company level trainings
- Department SimsUShare training



9/11 stair climb



9/11 w/ Lt Dowdell's family



structure collapse training



structure collapse training



no more pallets!



steel pergola at south building

Logistics Division:
Division Chief Jim Gile

Division Chief Commentary:

September has been a busy month in the Logistics Division as we continue to work on various projects. Some of these were briefly halted due to Covid-19 and the unknown budget implications.

These projects included things such as, the SCBA replacement, bay door raise at Station's 154 and 155, and Type VI Brush truck replacement. In the time since these projects were stopped, we have been given the go ahead to continue with them.

Unfortunately, this has set these projects back so most of them will need to be pushed into 2021. Even though this is the case, the Logistics Division is still working hard to gather all needed information and approvals to make these projects move forward as soon as possible.

Also in September, the new Osage Medic Unit was equipped and put into service on 9/4/2020 at Station 151 as Medic 151. All members seem to be very happy with the updates that were made to the Medic Spec. I would like to thank Lt. Rafferty and Sr. EVT Jennings for their help on getting this unit in-service. We are already in the process of ordering a replacement medic for 2021.

Sr. EVT Jennings has been busy with preventative maintenance service and repairs on various apparatus. He has also been working to get the new collapse trailer put together. He has been progressing through that in his time between trucks. In addition, Brush 151 was deployed to the Grizzly Creek and then the Cameron Peak fire for 6 weeks. With the unit back, Sr. EVT Jennings has worked through a post deployment preventative maintenance service as well as some repairs found during inspection. Brush 154 likewise was deployed for a tour to the Cameron Peak Fire. It also has returned and been through a post deployment preventative maintenance and inspection.

Support Services Technician Keegan continues to provide the needed PPE and equipment for our members to continue to do their job effectively. He has also been working through the SCBA project with me, and has provided much needed help in tracking down costs and changes associated with a possible SCBA platform change. He continues to be a member of the R&D Group and attended the SCBA spec R&D meeting this month.

Some other things of note in the Logistics Division this month, I met with Division Chief (DVC) Wahl from Tri-Lakes Monument at Station 154, and Lieutenant Richardson on our Type VI spec. Tri-Lakes is currently trying to write a spec and they wanted to see ours. We have shared our drawings for the Type VI with them. DVC Wahl was very impressed with the look and the amount of effort and thought that went into the build of Brush 154. In our meeting, he also inquired when we would be ready to offer fleet service to outside departments. This has been a topic for discussion, and as highlighted by the Master Plan our biggest barriers to that, are space and more staffing. These things are on the radar for the future.



Regarding outside service, Community Relations put together a nice post on social media about our helping a department around us out by performing annual NFPA pump testing.

Division Project Report

- PSTF South building projects.
- PSTF North building project.
- First Net Cellular Pilot
- Sierra Wireless gateway pilot. (M-153)
- Master plan update.
- New staff Tahoe.
- New Medic up fit.
- SCBA replacement.
- Breathing air compressor testing.
- Covid-19 logistics and supply.
- Extractor / Dryer project.
- Station's 154 & 155 Door project.
- MRE procurement and distribution.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for Aug. are 1,999. Year to date, 30,299 and the total since we began the program is 90,909. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



Equipment in the collapse trailer to shore up structures or trenches

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In September, time associated with the COVID-19 response and recovery accounted for about 30% of my time. Last month, I started attending weekly national, state, and regional conference calls regarding mass vaccination planning. Work continued on developing a Closed-POD (point of dispensing) agreement with Tri-County Health Department (TCHD). This would provide a central location to distribute medications and/or vaccinations to Town employees and family members, in accordance with CDC, CDPHE and TCHD guidelines and priorities. Recent data shows that state, county, and Town, COVID cases are increasing. Currently, Douglas County is at a SAFER AT HOME Level 1 <https://covid19.colorado.gov/data/covid-19-dial/covid-19-dial-dashboard>, but is trending towards Level 2 based on the two-week cumulative incidence rate (106.4). TCHD maintains a data page for the Town: <https://data.tchd.org/covid19/castlerock/>.

The Standards of Cover (SOC) was presented and unanimously adopted by Town Council on September 15th. On September 22nd, the department completed its annual executive program appraisal. All documents, presentation, and summaries were provided to all department members. 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, reviewed the document, and identified a number of updates and changes that are needed. Our current goal is to have the document ready for presentation to Town Council in January.

August 2020 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	463		982		293		681	
Urban	315	68%	647	66%	203	69%	442	65%
Rural	98	21%	218	22%	60	20%	150	22%
Interstate	7	2%	17	2%	5	2%	15	2%
NO FMZ	14	3%	20	2%	2	1%	17	2%
Blank	29	6%	80	8%	23	8%	57	8%
Mutual Aid Calls	48	10%	161	16%	38	13%	130	19%
Aid Received	18	4%	69	7%	16	5%	59	9%
Aid Given	30	6%	92	9%	22	8%	71	10%