

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

October 2020 Monthly Report

Department News: Below are pictures of a live virtual tour of the station. Since we are practicing social distancing, we can still reach out to the community. We are able to show the fire trucks and talk about the equipment, as well as the firefighters putting on bunker gear and showing what they look and sound like. The public can sign up for an interactive virtual tour [here](#).



Crews at the station conducting an interactive tour with over 60 local elementary school students and their teachers

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
October 2020...100%

Of the 36 customer survey cards we received in October, 36 were of the highest overall rating of 5. Some of the comments we received read; *"The whole crew was professional and concerned with my well-being. I thank them for the care that they gave me. I have a little experience with such services, as at one time I was the director of Public Safety in a city in Illinois. It is different seeing such a service from the other side. Great job!"* Another read; *"Thank you for your help. It turns out I was having seizures about every 3-5 minutes. Your insistence that I go to the hospital has saved my life because without it I would have never found out. Again...thank you so much!!"* Another read; *Thank you for performing the expected and more. You made me feel safe, taken care of, secure and protected. In the end you did better than the hospital which I ended up leaving on my own. I appreciate your services 100%. Thank you."*

Call Statistics:

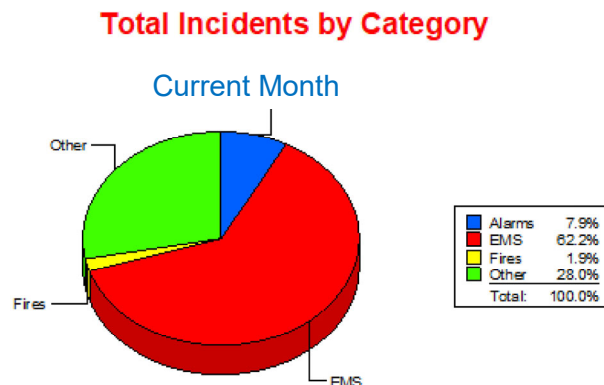
For the month of October, we responded to 521 calls for service. Last year at this time, we responded to 551 calls. This places our year to date calls at 4,462, which is 443 less calls or -9.1% from last year. Average calls per day for the month were 14.6.

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:

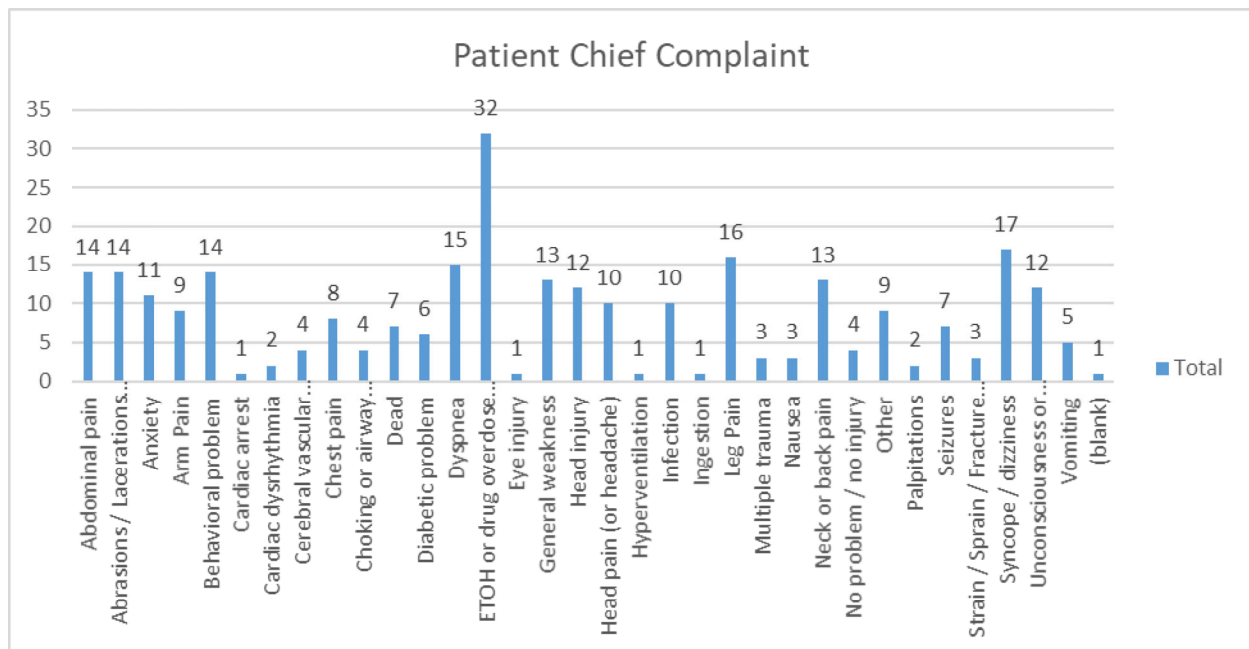
During the month of October, we ran 12 fire calls compared to 8 in October 2019. We had 46 alarm calls, which is 13 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in October were for alcohol or drug issues with 32 patients. The second most common call type was for syncope/dizziness with 17 patients.



Measurable Outcomes:

CRFD Paramedic on scene of all EMS calls 100% of the time
September 2020...100% October 2020...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts	0	Transported to appropriate facility	N/A
Trauma Alerts	4	Transported to appropriate facility	100%
Stroke Alerts	5	Transported to appropriate facility	100%
Sepsis Alerts	0	Transported to appropriate facility	N/A

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On October 1st, Engine and Medic 153 responded to the area of Wagonwheel Trail for an assist to CRPD. "Female suicidal party deep in Mitchel Gulch too weak to walk out, carry out needed". Engine and Medic 153 arrived, called in Battalion 151 and Squad 154. First due area knowledge by Station 153 members allowed for the shortest distance carry out in the dark. Additionally, a cooperative effort with CRPD coordinating on our operations channel. Patient carried out and transported to the Emergency Department by Medic 153.
- On October 2nd, Engine 154 and Battalion 151 responded emergent to Happy Canyon Road and Lagae Road as mutual aid to South Metro Fire Rescue Authority (SMFRA) on an extrication accident. Male driver of a rolled over cement truck trapped. Engine 154 arrived

and assisted with extrication. Battalion 151 arrived and took Safety. Patient extricated and transported to a nearby hospital by SMFRA.

- On October 7th, Engine 154, Medic 151, Battalion 151, and Division Chief 151 responded emergent to Meadows Parkway Bridge over Plum Creek and Plum Creek Trail for a report of a suicide attempt. Male party jumped from the bridge approximately 100 feet to the ground. Units arrived, and treated and transported one red patient emergent to a nearby hospital with two extra firefighters.
- On October 14th, Brush 142, Medic 151 and Battalion 151 responded emergent to Jackson 105's district for a report of a 70's female bucked off a horse. Assessment on-scene revealed broken femur and pelvis. Patient treated by Medic 151 on-scene and flown by Airlife to a hospital.
- **B Shift:** October 23rd, responded as automatic aid to a residential (single-family dwelling) structure fire with Larkspur Fire Protection District. Responding companies included Engine 152, Quint 151, Quint 155, Engine 154, Battalion Chief 151 and Chief 151.
- **C Shift:** On October 16th, Battalion 151, Quint 151, Medic 151, Engine 152 and Medic 154 responded to the Interstate 25 at mile marker 178 for a reported motor vehicle crash. Crews found a small sedan that had significant front-end damage from a rear crash with a semi-trailer. A single occupant, driver, was trapped in the crashed sedan. Crews extricated the driver, treated on scene and transported to a local trauma center with non-life threatening injuries. The semi-truck driver was uninjured and no other people or property were involved.

Deputy Chief Commentary:

October continued to have us adapting to a variety of different situations. We had crews deploy on several occasions to the two largest wildland fires in Colorado history. Crews split time between the Cameron Peak Fire and the East Troublesome Fire. In all, we were committed to one of those fires for 22 of the 31 days of the month. Crews were exposed to conditions that are rarely seen this time of year. We also assisted with a fire in the Pike National Forest with several Douglas County agencies and the Forest Service. The conditions continue to be critical for wildland fires.

We have begun to see a marked increase in patients with confirmed or presumed positive COVID. The hospitals are also seeing an increase as we enter the fall surge that had been predicted. We have had one of our members diagnosed with it and is continuing to recover. There have been extensions and further restrictions 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 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 to transport COVID patients will be placed back in service on November 1, 2020. We will monitor its usage and make adjustments accordingly.

Our two newest members, Firefighter/Paramedic Paul O'Brien and Firefighter/EMT Damian Cappel, continue to work through their station rotations and task books. Firefighter Paramedic O'Brien was also cleared to function independently as a paramedic in our system. Congratulations Paul!

Our interactions with the public through education and other events such as birthday parties, block parties, etc... have gone well. With the increase in COVID cases, we have started to reduce the number of in person events and are transitioning to virtual events.

Our call volume continues to be trending downward from last year. We are currently 9.1% below this same time in 2019. This is an ongoing 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 I 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.



Local wildland fire



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

October proved to be an interesting month as we saw very little precipitation and lots of wildland fire deployments to help our neighbors up north with deployments to the Cameron Peak and East Troublesome fires, now the two largest wildland fires ever in the state. Due to conditions locally, we remained in Stage 1 Fire Restrictions as Douglas County is now in extreme drought conditions. Fortunately, we have had no significant wildland fires in our district or the county.

With these deployments, Lori and Debbie have been extremely busy with all of the paperwork to seek re-imbursement for our costs. From our cooperator costs to expenses while deployed to calculating backfill costs, there is a lot involved in order to submit a complete packet. As a result of their efforts, we have already received our reimbursement for the Grizzly Creek Fire, and we expect to see the remaining reimbursements by the end of the year. Thank you to both!

“Safer at Home” continued in October as the County still did not meet the “Protect Our Neighbors” criteria, and we saw the beginning of the “third wave” start with numbers rapidly increasing statewide. We continue to closely monitor the numbers, and we implemented a new operational chart to dictate what we will do as the “COVID dial” increases or decreases. As of the end of October, we are in the “yellow” operational phase.

The department successfully completed our Annual Compliance Report (ACR) for our accreditation process, and we received notice that it was approved by the Commission. Great job to everyone involved in this process, and especially to Asst. Chief Rollins for collating all of the info from everyone, compiling it into the ACR, completing the interview/review process, and seeing it through to successful completion. Strong work, Craig!

Fire Chief Commentary:

With the approval of the 2021 budget and our one FTE, a fire plans examiner, we received permission to move forward with advertising and testing for this position so that we have a candidate ready to hire right after the first of the year. Again, this position will be entirely funded by the Development Services enterprise, so there is no impact to the general fund. The position is currently advertised, and we are hopeful that we will receive a number of quality applicants.

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 completed our 2020 budget review and year-end forecast, and our budget is on track for this year. We have moved the SCBA project and Station 154 and 155 bay modifications to 2021 due to timing of re-implementation, and this capital project money will be carried into next year's budget without any impact to this year's budget.

After just over two years of being in Station 152, we have finally completed the storm water permit requirements with the completion of landscaping on the west side of the station. We encountered a number of challenges with this project, and with the help of Parks, we modified the plan to meet the storm water requirements and close this permit out. Thanks to everyone involved to get this done!

We have continued work on items, such as our ISO review, the Master Plan, goals within the Strategic Plan, etc., as these have been brought back to the forefront. All of the requested data has been submitted to ISO for review, we are next up on our ISO rep's list, and he believes we will have this wrapped up by the end of the year. The Master Plan is in its final draft stages and is scheduled to go before Council after the 1st of the year.

East Troublesome Fire



Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary:

I want to thank all of the extraordinary people that work within the Life Safety Division, including our temporary assistance that we are getting from the light duty personnel. Without their assistance, we could not get all the things done that are asked of us. While we are not getting to everything, we are hitting the important items and keeping both the internal and external customers pleased. Hopefully, this pandemic will end soon, and we can get back to some normalcy, however, I really don't see this in the near future. I was once told by a supervisor who I consider a friend that we do all of this "at what expense?" I think about this all the time and am trying to ensure that we all are taking the time that is needed to keep our head in the game and stay engaged to ensure that we are doing the right thing and being safe while we are in the public keeping them as safe as we can.

Key Life Safety Issues –

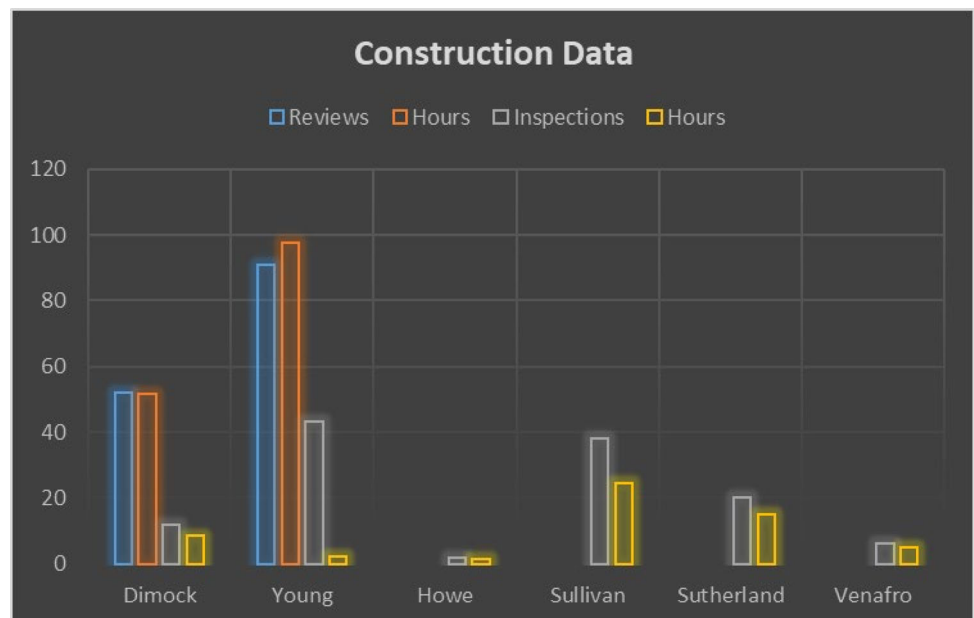
This month, we increased plan reviews by 12% and construction inspections by 10% over what we did a year ago. This includes only construction related items and does not include business inspections or other items.

With the weather starting to turn cooler, many of the restaurants are thinking about what they are going to do to meet the requirements set by the health department. This requires that the fire and building department work together to ensure that we maintain egress points and operate safely, even in an environment that may not be ideal.

Fire Prevention Bureau –

This month, we acquired a temporary duty firefighter who was very excited about learning what the bureau does on a daily basis. He has done a great job and is picking up on the daily routine pretty well, however, I am sure that he is ready to get back to his normal duties.

This month, over 436 hours were attributed to construction processes from reviews to inspections and dealing with contractors about sites. There were a total of 146 reviews completed, and 121 inspections.

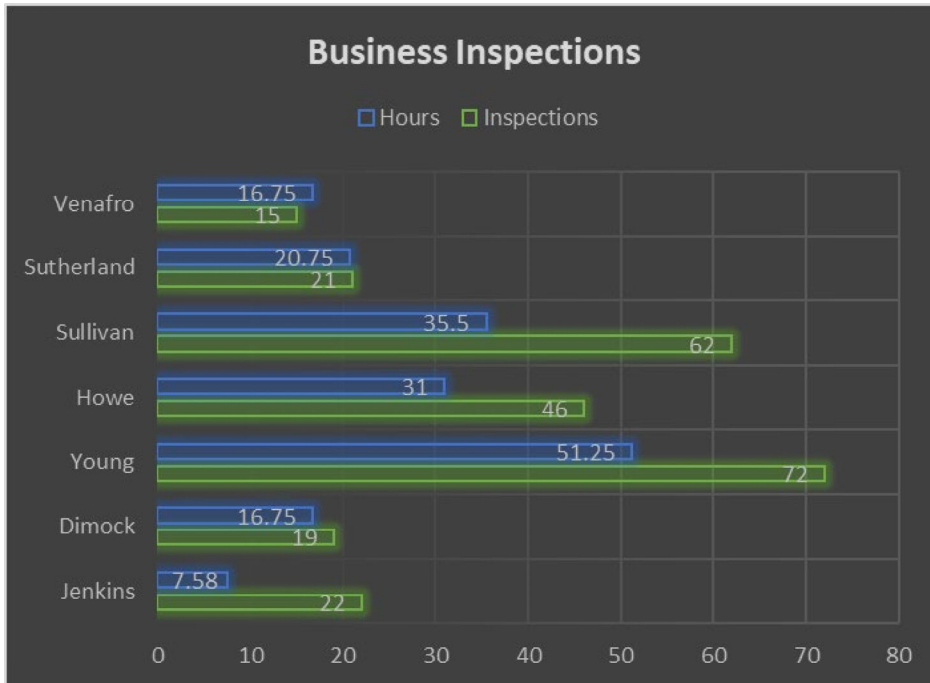


This month, some buildings that were completed are: Plum Creek Community Church, Flex-Office on Highway 85, and some tenant finishes throughout the Town.

Existing Business Inspections –

A total of 257 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. This was an increase of just under 33% from last month. The inspections themselves took just under 180 hours to complete. This does not include any research or other administrative duties associated with these inspections.

Of these inspections, 6 were complaints, 10 were correction notices, 96 were follow up inspections, 3 were hazmat inspections, 108 were primary inspections, 2 were special event inspections, and 32 were special inspections. These do not include the construction inspections that are mentioned above.



This is another requirement of the life safety division to ensure that buildings are being kept in good order to allow the public to enter and conduct business safely. These inspections also watch for items that may cause problems for firefighters in emergency situations.

Investigations –

This month, the number of responses that this division was involved in was 12. This took just over 9 hours of time to complete these calls. The investigation side had a total of 30 hours associated with investigations. This could be filing cases, and dealing with attorney questions. This also includes performing the actual investigation, meeting with subjects, and others involved in the case. These included law enforcement, investigations, responses, fireworks enforcement, parking citations, structure fires, hazardous material calls, and continuously assisting different businesses navigate through these trying times.

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.

We had two UAV requests made to this division from local law enforcement agencies.

We had a total flight of 47,820 feet with 194 minutes of flight time.

Public Education –

FIRE PREVENTION MONTH

Wow, this was so different than any years that we can remember in the past. The majority of meetings were on-site, however, maintaining the social distancing precautions made things look very different. A personal thank you to all the personnel involved in making this month so wonderful for all the public involved.

The Public Educators participated in the DCSD 8th Grade Virtual Career fair from 10/26-10/30. A CRFD profile was created by our educators to showcase who we are as an organization and what it takes to succeed in the fire service. The Educators utilized videos, pictures and links to help students explore and learn about career opportunities. Students also emailed the educators throughout the week with fire service and career questions. This event is typically held in person; however, moving to a virtual platform allows us to reach a wider audience than ever before!

Car seat education is also a major point within this division. This month we were able to get two people started on the path to becoming a proxy for this program. This allows them to observe technicians installing seats and providing education to the caregivers, and to be able to sign their credentialing paperwork to allow them to continue in the program. This is a huge step for us as we used to rely on outside agencies to provide this service for us. We assisted parents, grandparents or caregivers with 22 car seat installations.

A total of 19 events took place during the fire prevention month making contact with 322 citizens. A total of just over 17.5 hours were utilized in conducting the events, not including the hours of time that was used to prepare for the event.

For Fire Prevention Week, CRFD educators ran a weeklong contest to encourage community members to “Serve Up Fire Safety in the Kitchen.” Families had a chance to win dinner delivered to their home by the crews in a firetruck. To enter, families simply needed to upload a photo of their family practicing fire safety in the kitchen via a contest entry form on crgov.com/FirePrevention. When the contest ended, two families were selected as the winners. Crews delivered dinner to the families the week of October 18th.



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

October was stock full of training events, and we sincerely appreciate everyone's wonderful attitudes and willingness to learn. Following an injury during a training evolution, we were able to quickly pivot our previously scheduled 20's Drills to revisit PES bailout techniques with all crews. This allowed us to reset the technique to successfully accomplish the bailout through a 4-step process, and to let crews get many repetitions on the bailout prop. Thank you to Lieutenant Jeff Helle and Firefighter/EMTs Nate Perry and Derek Wehling for their help and guidance during this training.

October featured annual trench rescue and confined space rescue trainings lead by Firefighter/PM Steve Coffin and Firefighter/EMT Caleb McNeil. These trainings allowed crews to focus on the equipment and skills necessary to rapidly extricate patients in a life-saving situation. Additionally, this month featured Firefighter/PM Kevin Travis delivering EMS training on airway management including the introduction to a new piece of equipment. Also in October, several members virtually attended and participated in the Fire Leadership Challenge at the company officer, chief officer, and executive chief officer levels.

Public Safety Training Facility (PSTF) and Fire Training Center (FTC) updates: signage, logos, and decorations continue to be installed at the north building. The pergola and World Trade Center steel base were painted in preparation for final placement at the south building. Also at the FTC, rock was added to the missing areas, some furniture was added to the building, and we are working on additional upgrades/updates to the grounds.

In October, crews trained more than 2,025 hours on a wide range of topics to stay operationally prepared including electro cardiology, trench rescue, confined space rescue, airway management, firefighter survival, hose evolutions

Project Progress Report

We are currently working on the following projects:

- FTC projects
- PSTF South Building projects
- PSTF North Building projects
- Video project
- Target Solutions system management
- Supporting upcoming department level trainings
- Accreditation 5K goal plan and needs
- Hosting company level trainings
- Department SimsUShare training
- New hire process



Bailout training

Confined space training



World Trade Center steel base painted, ready for placement



New signs at the FT, north and south buildings

Logistics Division:
Division Chief Jim Gile

Division Chief Commentary:

In October, the Logistics Division was able to make progress on many projects. Over the past few months, we have been piloting new hardware to help with our connection issues experienced with MDC's. With the help of Medic 153, we installed an external antenna and a Sierra Wireless Gateway. This allows a cellular air card to be installed directly to the gateway and transmit/receive through the external antenna. In our testing with Medic 153, they experienced marked improvement in connectivity to CAD and RMS. We performed testing with various cellular providers. One is a company called Mobile Ware. They have created a multi-sim card, which allows the card to select the best service at that particular time. We have also been testing FirstNet powered by AT&T. The Logistics Division set up a second gateway and antenna that we could then move from one vehicle to another. The testing was shared around by Chief Martin, Chief Dimock, Deputy Fire Marshal Young and me. Initially all of this testing was focused on data. As we began to see encouraging results, we expanded to test voice as well with FirstNet. Again, we have had very encouraging results. We are now working with all parties involved to examine the feasibility of changing providers. This includes Chief Croom, DoIT, Sprint and FirstNet.



Support Services Technician Keegan, as always, continues providing the equipment and supplies needed for day-to-day operations. During the month of October, he also arranged for all of our ground ladders to be tested as per NFPA. During testing, one ladder was failed; this ladder was replaced with a new one on Engine 154. He has also been diligently scheduling for various testing to occur next year. Already scheduled are Self Contained Breathing Apparatus (SCBA) flow testing on January 19-20, 2021, as well as annual fire extinguisher inspections on January 22, 2021. These dates are on the training calendar for your reference.

Sr. Emergency Vehicle Technician (EVT) Jennings has also been working hard during the month of October with most of his time spent working on the new collapse trailer. The up-fit and mounting has been an enormous task, and he has been accomplishing this while continuing to take care of the day to day issues that arise with our fleet. We would like to thank Jason Norris for his help with this project. Additionally, Sr. EVT Jennings worked hard to get the Type 3 serviced, repaired and turned around a couple of times so it could be deployed back out. His diligent work in this regard allowed us to send crews out on multiple deployments. Of course, when things like this come up, it takes him away from other on-going work such as the collapse trailer. Through it all, Ben has been able to adapt and continue to move projects forward.

In other Division news, Lieutenant Rafferty and I traveled to Wilmington, Ohio to attend Ferno's Cot Care Class and factory tour. This certifies both of us to make repairs on our Ferno EMS equipment. Lt. Rafferty will be the primary for this, with me being his backup. This will bring repairs and inspections of the Ferno EMS equipment in house, which should save us time and money.

With Chief Martin's approval, we will be setting up a workspace in the small garage at Station 153 for Lt. Rafferty to perform service and repairs on our Cot's and Stair Chairs.

Additionally, work is moving forward on the extractor and dryer projects. Work has been done at Station 153 for the infrastructure, and this week work started at Station 155 for the same. The dryers arrived last week and will be distributed to their respective stations, 152, 153, 154 and 155.

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 vehicle orders
- New Medic specs for 2021
- SCBA replacement
- Breathing air compressor testing
- Covid-19 logistics and supply
- Extractor / Dryer project
- New Type VI specs for 2021

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for Sept. are 1,880. Year to date, 32,179 and the total since we began the program is 92,989. 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 October, time associated with the COVID-19 response and recovery accounted for about 25% of my time. Last month, I continued to attend weekly national, state, and regional conference calls regarding mass vaccination planning.

Recent data shows that state, county, and Town, COVID cases are increasing. Douglas County was moved to SAFER AT HOME level 2 that further limits public and private gatherings as well as the number of people allowed in restaurants, gyms, and places of worship among other things. For the most up to date information on current metrics and details, or the level specific guidelines and restrictions, follow the link <https://covid19.colorado.gov/data/covid-19-dial/covid-19-dial-dashboard>

Hospitalization of COVID patients is also on the rise and are approaching the high point of April. However, neither the state nor the hospital groups have begun limiting elective procedures.

The Annual Compliance Report (ACR) was completed, submitted and approved. This is our third of five ACRs in this cycle; the 5th is completed in conjunction with a peer team site visit. With the submission of this year's ACR, we reported four peer team recommendations as implemented and one as rejected. This leaves only four recommendations remaining open.

The Fire and Emergency Services Self-Assessment Model (FESSAM) 10th edition should be released in early to mid-November. Once released, I will be meeting with category managers to review the changes and we will start updating our self-assessment manual.

The Master Plan team has re-engaged, reviewed the document and identified a number of updates and changes needed. Our current goal is to have the document ready for presentation to Town Council in January.

Lastly, I was honored to serve as the Deputy Plans Chief for the Colorado Fallen Hero Foundation, working to plan and execute the memorial service for Commerce City Police Detective Curt Holland who was struck and killed in the line of duty on October 16th, 2020. Rest in peace Detective Holland.

September calls for service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	483		1019		308		752	
Urban	310	64%	652	64%	205	67%	472	63%
Rural	104	22%	218	21%	67	22%	148	20%
Interstate	9	2%	32	3%	9	3%	32	4%
NO FMZ	33	7%	17	2%	2	1%	12	2%
Blank	27	6%	100	10%	25	8%	88	12%
Mutual Aid Calls	60	12%	203	20%	48	16%	181	24%
Aid Received	24	5%	96	9%	22	7%	91	12%
Aid Given	36	7%	107	11%	26	8%	90	12%