

Castle Rock Fire and Rescue Department



Commission on
Fire Accreditation
International

An Internationally Accredited Fire Rescue Agency 2017-2022

November 2020 Monthly Report

Department News: Below are pictures of the fireworks from the new/different Starlighting. Although it was not the typical Starlighting, it was still a great tradition to uphold.



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
November 2020...100%

Of the 25 customer survey cards we received in November, 24 were of the highest overall rating of 5. One had a rating of 4. Some of the comments we received read; *"We are so grateful for the quick response and the incredibly kind, respectful and professional treatment we received. Thank you all for your service to our community."* Another read; *"Your services were fast, organized, caring and a true Godsend. Both times I called, your team was superb. Many thanks."* Another read; *"Great care, I had fallen on ice and was very nervous but all the Paramedics put me at ease. Transport to Sky Ridge Hospital all tests were good but a lot of soreness. Thank you so much."*

Call Statistics

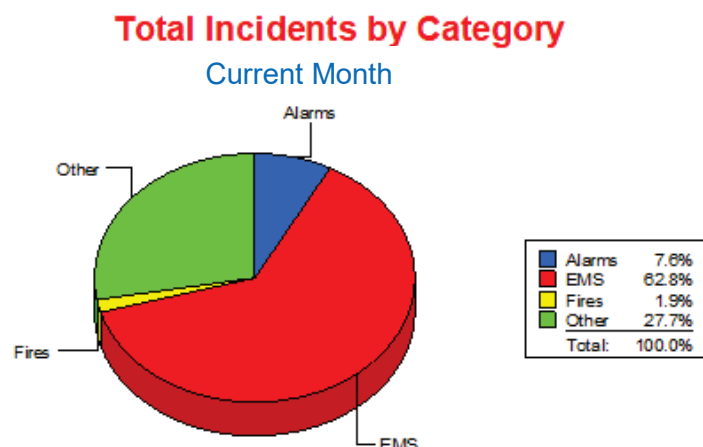
For the month of November, we responded to 443 calls for service. Last year at this time, we responded to 483 calls. This places our year to date calls at 4,906, which is 482 less calls or -9% from last year. Average calls per day for the month were 14.6.

Of the 443 calls for service in November, 304 of the calls were for EMS. We had 276 patient contacts and transported 230 patients. This time last year, we had 207 transports.

Fire Calls

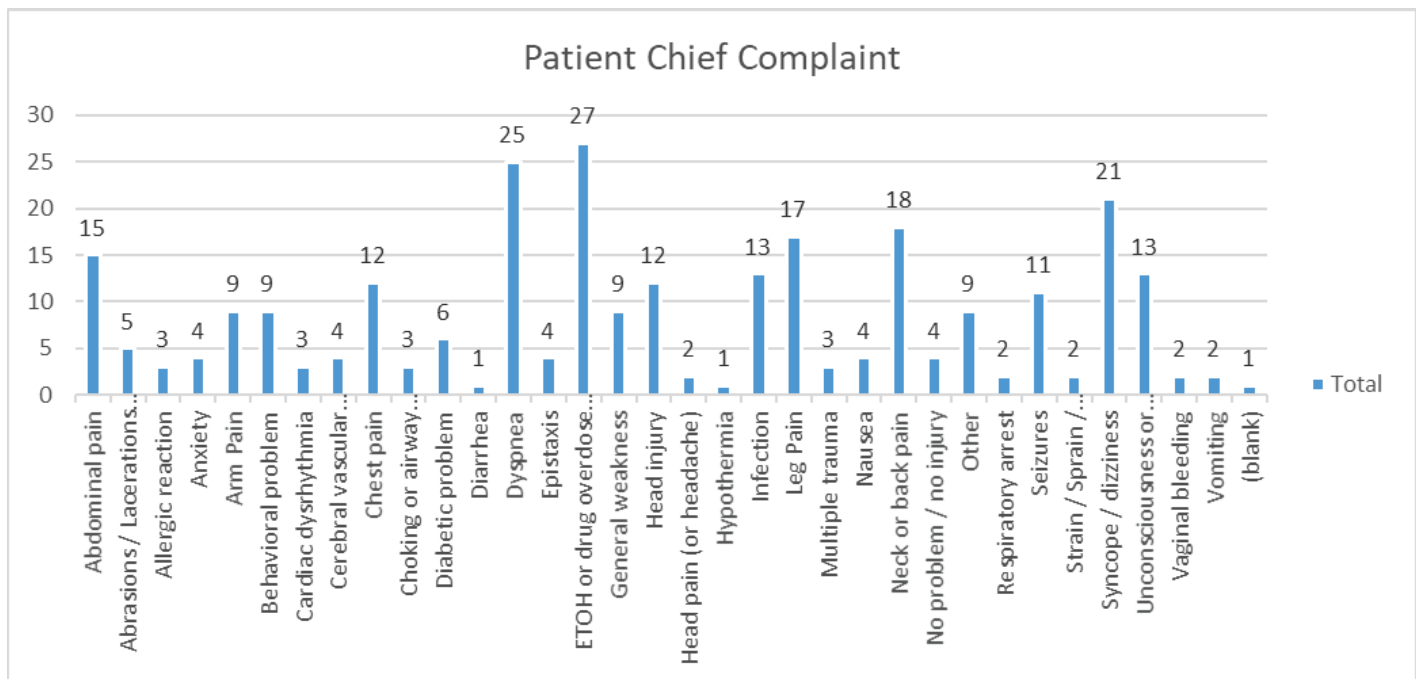
During the month of November, we ran 6 fire calls compared to 7 in November 2019. We had 24 alarm calls, which is 10 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in November were for alcohol or drug issues with 27 patients. The second most common call type was for dyspnea (shortness of breath) with 25 patients.



Measurable Outcomes

CRFD Paramedic on scene of all EMS calls 100% of the time
October 2020...100% November 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	2	Transported to appropriate facility	100%
Sepsis Alerts	9	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Deputy Chief Commentary

This month, it has become clear that we are certainly seeing another surge with COVID. Calls have steadily and consistently increased this month where COVID has either been confirmed or suspected on patients. We have also had several of our members that either have contracted it or have been exposed and required to quarantine. We have been able to maintain our minimum staffing levels throughout the duration of the pandemic. There have been further extensions and restrictions of Executive and Public Health Orders. We continue to stay current on guidance at local, state, regional, and national levels with issues pertaining to the pandemic.

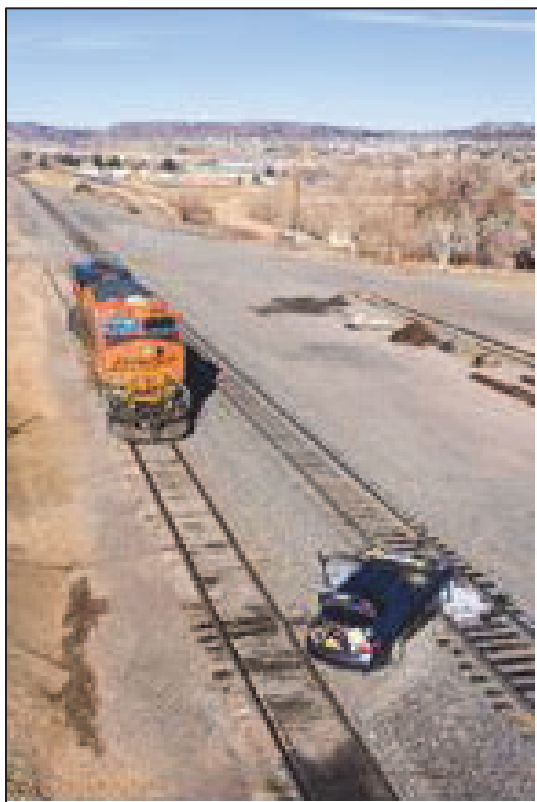
Our personal protective equipment (PPE) supply continues to remain stable. With evidence of an increase in the number of cases, we remain conscientious in maintaining an adequate supply. The medic unit (EMS 152) we had converted was placed back in service on November 1, 2020. We will monitor its usage and make adjustments accordingly.

Wildland fire season has dramatically diminished; however, the area still remains in stage one restrictions.

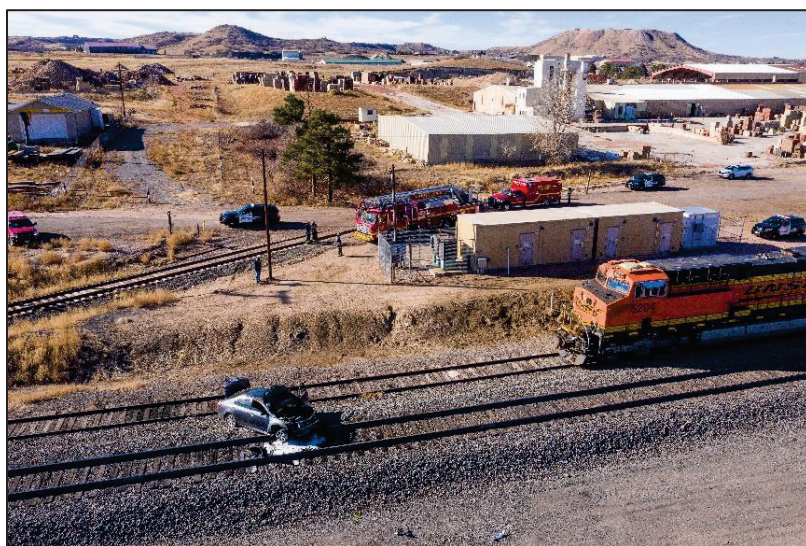
With the increase in COVID cases and positivity rates, we have temporarily stopped all in person public education events to minimize contacts and will continue to do virtual events when possible.

Our call volume continues to be trending downward from last year. We are currently 9% below this time last year. 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 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.



Vehicle stuck on railroad tracks



Administration Division:

Fire Chief Norris Croom

Key Admin Issues

November continued with very little precipitation causing us to remain in Stage 1 Fire Restrictions as Douglas County continues to be in extreme drought conditions. We are still very fortunate in that we have had no significant wildland fires in our district or the county. As we have been in Stage 1 or 2 restrictions since May 20th, this is one of the longest stretches in recent memory that we have been in fire restrictions for such an extended period of time.

“Safer at Home” continued in November, the COVID dial was modified to now include a Level Purple (worst level with Stay at Home restrictions), we moved to Level Red restrictions, we experienced increasing COVID numbers with this “third wave”, and we re-staffed EMS 152 to handle the increase in COVID patients. We continue to closely monitor all of the numbers, both internally and externally, and adjust our operations based on the current restriction level and weekly review of Douglas County’s numbers.

We made the decision last month to postpone the Annual Awards Dinner scheduled for January. Based on current observations, we do not foresee a way to safely host the awards dinner and abide by forecasted restrictions. Our hope is that we will be able to re-schedule it for some time in the latter part of 2021.

While COVID made the annual Star Lighting event look a little different, the Star was still lit with an ensuing fireworks show. We’ve received lots of positive feedback on both, and it could not have been done without the efforts of the Keepers of the Star, Tammy Denhard, Lt. Matt Rettmer, Lt. Jay Allen, and the others who assisted in preparing the Star for the season. Additionally, thanks go out to the Bureau and on-duty crews for a great fireworks show.

With the November elections, the Town is getting four new members on Town Council. Ryan Hollingshead will represent District 1, Laura Cavey will represent District 2, Desiree LaFleur will represent District 4, and Tim Dietz will represent District 6, all of whom will serve 4 year terms. We appreciate the service of outgoing Mayor Pro Tem Bower and Councilmembers Loban, Teal, and Townsend to the Town and the department.

Fire Chief Commentary

At the request of Castle Rock Adventist Health Campus (CRAHC) CEO Brandon Nudd, I participated in a discussion with Dr. Devin Bateman, Chief Medical Officer, at their virtual hospital Board meeting. The intent was to inform the Board of the history of CRFD and EMS, discuss our current and future endeavors, our relationship with CRAHC, the impact of COVID, and the issue of medical direction. The information seemed to be well received, and Mr. Nudd and Dr. Bateman were very appreciative of our spending time with the Board.

At the 4th quarter Douglas County Emergency Telephone Service Authority ([DCETSA] 9-1-1 Board) meeting last month, the 2021 Budget was approved, and it included a specific project for the department. Utilizing DCETSA funds, Chief Gile will move forward with purchasing and installing an improved wireless communications system for each apparatus and the MDCs. Based on his

evaluation and testing of this system on Medic 153, it was determined that this significantly improved the connectivity of the MDCs throughout the district. As it directly relates to the “receipt and delivery of 9-1-1 calls”, which is the requirement by state law to expend these funds, the Authority Board saw fit to approve this project. This should improve our system without impacting our general fund budget.

As we begin to close out the year, we have continued to work with Finance on our year end budget estimates. We are well within our budget, and I do not foresee any issues as we finish out the year. All of this, of course, hinges on Town sales tax revenue through the rest of the year under our new COVID restrictions. If we begin to experience a significant reduction, we may have to adjust our expenditures to ensure we remain within budget. We also have begun some preliminary work on the 2022 Budget as that process is expected to begin in late January or early February.

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

- All of the requested data has been submitted to ISO for review, and we are awaiting a response from our ISO rep with any additional questions and a potential site visit. His hope was that he would have our review complete by the end of the year.
- The Master Plan is in its final draft stages, and once complete, will be submitted to Mr. Corliss for review. Once he has approved the plan, we will submit it to the Public Safety Commission for their review and comment, adjust as needed, and then schedule it to go before Council sometime after the 1st of the year.

I would like to again state my deep appreciation for everything that our members have done during the course of the pandemic. It has not been easy, and quite frankly, it has become quite tiresome. However, our members across all divisions have stepped up, dealt with the constantly changing environment, and continued to provide outstanding service to our community. This is directly in line with our Vision and Mission, and I thank everyone for your efforts!



Crews responded to a smoke investigation, which turned out it was isolated to an air-handling unit

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

November brought so many challenges to this division from business owners wanting to find out what was needed to keep their food service businesses open during the inclement weather to then finding out that further restrictions were going to be imposed. This has been challenging to say the least. This has been a topic of discussion daily to ensure that we are providing accurate information.

Two of the public educators/inspectors have been working from home since the beginning of the month. The other is continuing to work out of the office working on existing business inspections.

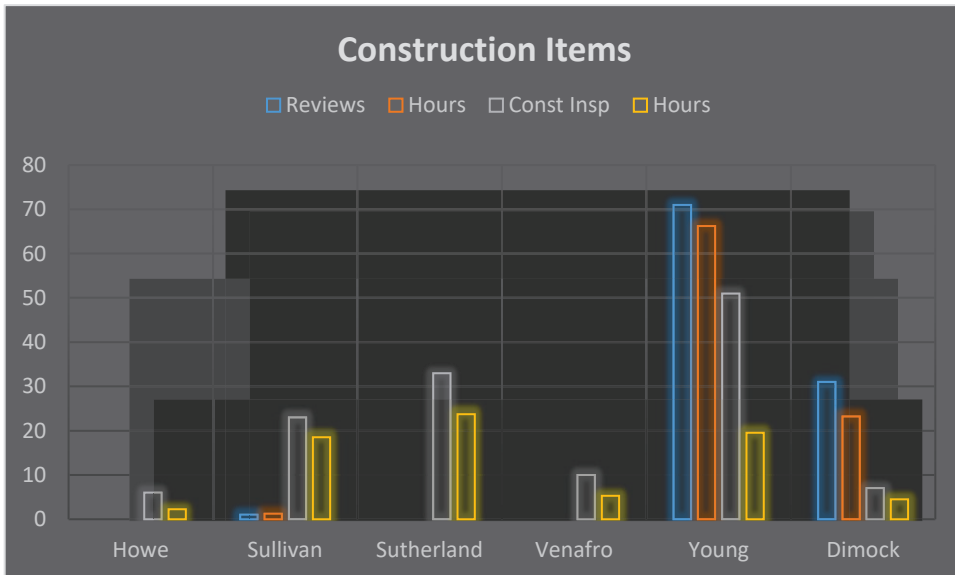
We currently have some members on light duty performing inspections which has really assisted in getting inspections completed. The two remaining fire prevention officers have changed up their schedules slightly to still provide the coverage that is needed, but also providing on-call services during the off-hours. This has been a major help to keeping the continuity of services going.

Key Life Safety Issues –

With the colder months coming into play and the public health order requiring that restaurants have only take-out or delivery, they are able to have outdoor dining. This is bringing some of its own challenges as the diners need conditioned air space to keep warm and so we are seeing all types of heating devices. These all require tip-over protection and clearances to the egress paths. Please let us know if you see or think that there are unsafe heaters being used. We will address the issue as quickly as we can.

Fire Prevention Bureau –

This month, we had 103 plan reviews and 130 construction inspections, which is down from last year



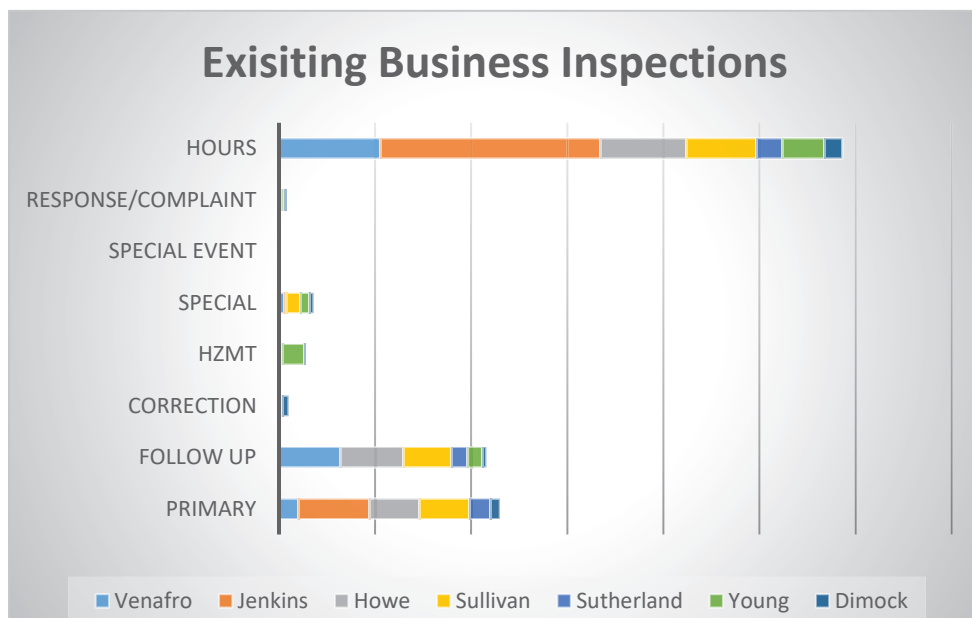
by 40% for reviews and 18% for inspections. We were more efficient in completing the reviews by almost 20%, and 11% more efficient in completing our construction inspections. This includes only construction related items and does not include business inspections or other items.

November gave us three much-needed days off for everyone. We still managed to get through some times that were definitely extreme. We have found more contractors completing work

without permits, which is taking a large amount of time. As we find these contractors, we are trying to work with them, just as we would with any customer, and get them back on the path of success to get their project completed in a timely fashion with all requirements being met.

Existing Business Inspections –

A total of 265 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 3% from last month. The inspections took just over 293 hours to complete. We found that some of multi-tenant buildings have subdivided the tenant spaces and now have two tenants where there used to only be one. This has increased the amount of inspections that will be required to be done at scheduled intervals.



Of these inspections, 4 were complaints, 5 were correction notices, 108 were follow up inspections, 14 were hazmat inspections, 115 were primary inspections, 1 was a special event inspections, and 18 were special inspections this month. 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 emergent situations.

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 two 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 62,635 feet with 169 minutes (3 hours, 9 minutes) of flight time, with just 23 flights. That averages out to be about ½-mile flight in 7min, 21 seconds every time the UAV is in the air.

Investigations –

This month, the number of responses that this division was involved in was 6. This took just over 5 hours of time to complete these calls. While this may not always be the case, attached to this is the investigation side which had a total of 7 hours associated with investigations. This could include 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, and responses. This also included fireworks enforcement, parking citations, structure

fires, hazardous material calls, and continuously assisting different businesses navigate through these trying times. There were three log entries regarding investigations.

This was a call we investigated. The roof covering fell and trapped a construction worker. The injured patient was taken to a local hospital.



Public Education –

As stated earlier in this article, two of the three fire/life safety educators were working from the safety of their home. This poses its own challenges with trying to ensure that what public education events that are still being done are being done with efficiency.

Even with the restriction, we were still able to get one virtual event completed. This lasted approximately a quarter of an hour and involved about 44 citizens and one crew.

Another innovation that we are trying is completing virtual public education; families are allowed to set up a time that they would like to have an online meeting with the fire crews. The crews, if available, will do a virtual tour and education program. The drawback to this is that if the crews get a call that they have to respond to, the meeting is abruptly called to an end.

We kept the virtual car seat program up and running when everyone returned to the office earlier this year and continue to have this in place to assist the new parents/guardians with installing the car seat for their children.

Although the preference is to do virtual car seat installs, there are still citizens bringing their vehicles to have the seats installed at the stations. It is not our policy to turn people away, so while practicing all social restrictions in place, these are being done with the least amount of exposure to our team members, and to the citizen as well. Crews and admin staff completed 11 rear facing seat installs this month.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

We'd like to thank all of the crews for your continued resilience and ability to ensure your operational readiness by being creative at the fire stations. Lt. Mike Moore organized this month's EMS training with members of the Castle Rock Hospital via Zoom, and our FF Safety and Survival SMEs (Lt. Jay Allen, Lt. Jeff Helle, FF Justin Kunau) were able to quickly adapt their training plan to fit the current restrictions. Additionally, we were able to have our first incident command level operations training designed specifically for chief officers; and we'd like to thank FF Steve Coffin for his contribution to the training.

Early in the month, we were able to capitalize on a unique opportunity to host Fire Engineering's Bobby Halton – a preeminent member of the national fire service. While Chief Halton was in town for other business, we hosted him for two roundtable discussions that were both internationally live streamed. The morning roundtable featured state leaders discussing training topics, and the afternoon roundtable featured regional leaders discussing the topic of incident command. We appreciate everyone's work and support, and look forward to opportunities in the future to engage these types of events.

PSTF/FTC Updates: large Colorado and USA flags were installed at the north building. Also at the FTC, we are obtaining bids to complete engineering work to ensure MS4 water flow compliance while working on additional upgrades/updates to the grounds.

In November, crews trained more than 1,795 hours on a wide range of topics to stay operationally prepared including firefighter survival, treating trauma, advanced airway management, engine company operations, rapid intervention, professional development, wildland strategy and tactics, pharmacology, physical fitness, and much more.

Project Progress Report

We are currently working on the following projects:

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

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

The Logistics Division has continued work on various projects through the month of November. Some of these have been on-going projects, others new, and still other projects needing further work and more time due to interruptions in supply/COVID complications. As has become the normal for all members, constant change and adaptation have been required due to COVID 19 and its effects. This has resulted in changes to the way we operate, run calls and even dress. This constant change has also effected how we go about purchasing supplies and PPE needed to cope with this virus. The Logistics Division continues to search every day for the supplies and PPE needed for our members. We also continue to look for ways to be more efficient and be good stewards of our resources.

Work continues on all of the various projects below. Some of these will begin moving from pilot programs to implementation over the next few months. This will include the First Net Cellular project, as well as the Sierra Wireless gateways. We have been working closely with First Net and DoIT on this project, and we are now at the point that phones will be ordered for replacements. One exciting aspect of this will be the addition of Smart Phones on the apparatus. In this regard, I have been working on putting together a focus group for both the new phones and MDC's to come up with a standard load out of apps/programs for these devices. The members of this group have come by recommendation of the BC's.

The extractor/dryer project is also continuing to move forward. The dryers have been deployed out to the stations, and crews can feel free to use them to dry gear. You will see that they are very mobile and require only 110v power. We are still working through some plumbing and electrical issues at Stations 155 & 154, as well as scheduling the extractors to be installed.

Logistics and Equipment Support Technician (LEST) Tad Keegan continues to provide the daily supplies and equipment needed. He has also been working with radio folks on issues that have been encountered with our VHF radios while operating with the National Forrest Service. It has been found that the Forrest Service has implemented tone guard for their radios on all of the channels they operate on. Tone guard operates as a key to open a radio to receive a transmission. Because of this, it was found that we can hear them, but they cannot hear us. LEST Keegan is working with radio folks to find the best solution to this issue. Unfortunately, because we are not a direct neighbor/cooperator with them, we were not informed of these changes. We do have the ability to enter tone guards manually on our radios currently, but we are attempting to find whether there is a better alternative via programming. He has also worked to order all of the needed supplies and PPE for the new member starting in the academy in January. This has included fit testing, uniform and bunker gear fitting and such. Tad continues to manage schedules for NFPA required testing, radio programming, PPE replacements, station cleaning supplies and uniform purchases.



Sr. Emergency Vehicle Technician (SEVT) Ben Jennings continues to make the needed repairs and preventative maintenance (PM) services on our apparatus and ambulances as needed. Now that the collapse trailer is out of shop, he has begun bringing various units in for PM. A big shout out to Ben for the work put in on that unit. It was a bigger project than anyone anticipated. A big shout out also to Jason Norris for the assistance he gave to Ben during this build. Although it was difficult to wait, in the long run, we will be better off for spending the time to build it right.

Division Project Report

- PSTF South building projects
- PSTF North building project
- First Net Cellular project
- Sierra Wireless gateway pilot. (M-153)
- Master plan update
- New staff vehicle orders
- New Medic specs for 2021 (ordered)
- SCBA replacement
- Breathing air compressor testing
- Covid-19 logistics and supply
- Extractor / Dryer project
- New Type VI specs for 2021 (ordered)
- Division pictures

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for Nov. are 1,880. Year to date, 32,179 and the total since we began the program is 92,789. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



Backdraft dryer



Squad collapse trailer

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In November, time associated with the COVID-19 response and recovery accounted for about 40% of my time. Last month, I continued attending weekly national, state, and regional conference calls regarding mass vaccination planning. Early in the month, we were notified that Tri-County Health Department (TCHD) approved our Closed POD plan, application, and agreement with Castle Rock Hospital. This provides 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. Douglas County was moved to SAFER AT HOME Level 2 (RED) that further limits public and private gatherings as well as the number of people allowed in restaurants, gyms, and places of worships 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 below:

<https://covid19.colorado.gov/data/covid-19-dial/covid-19-dial-dashboard>

Hospitalizations are 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 Fire and Emergency Services Self-Assessment Model (FESSAM) 10th edition, now called the Quality Improvement for the Fire and Emergency Services, was released mid-month. Our self-assessment manual update will begin in earnest in January 2021.

The Master Plan is approaching its final draft and will go back out to the team for comments. Our current goal is to have the document ready for presentation to Town Council in January.

October calls for service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	521		1081		328		774	
Urban	343	66%	665	62%	223	68%	445	57%
Rural	114	22%	264	24%	73	22%	192	25%
Interstate	15	3%	53	5%	15	5%	53	7%
NO FMZ	27	5%	17	2%	2	1%	14	2%
Blank	22	4%	82	8%	15	5%	70	9%
Mutual Aid Calls	50	10%	166	15%	34	10%	142	18%
Aid Received	20	4%	77	7%	18	5%	68	9%
Aid Given	30	6%	89	8%	16	5%	74	10%