

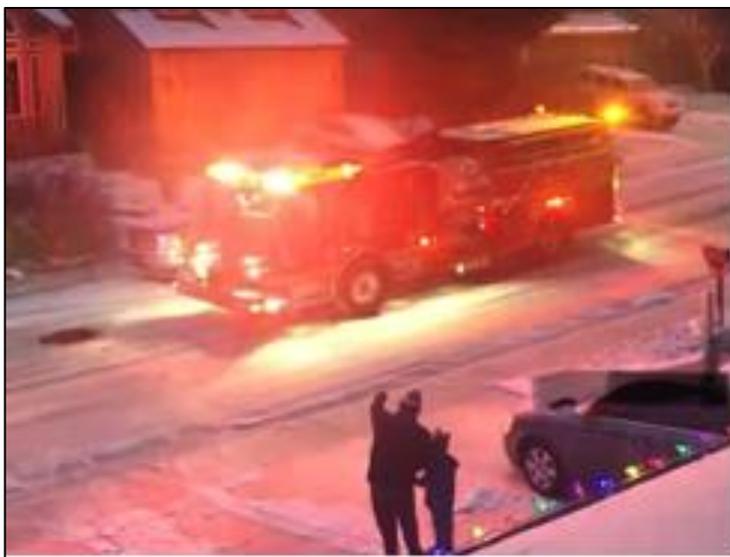
# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## December 2020 Monthly Report

**Department News:** Below are pictures of the very popular Santa drive bys that we did in conjunction with CRPD. It was the first year we attempted something like this. It was a huge success, and the citizens really enjoyed it, and CRPD and CRFD loved doing it.



**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  
**December 2020...100%**

Of the 35 customer survey cards we received in December, 34 were of the highest overall rating of 5. One had a rating of 4. Some of the comments we received read; *“Excellent care provided not only for the patient, but I am very grateful for the team members who stayed with mom until other family arrived.”* Another read, *“Thank you so much for taking such great care of me! You guys saved my life! You are true heroes – Please stay safe & healthy!!”* Another read, *“The entire rescue team did an excellent job, gave outstanding service and were extremely helpful & compassionate at a tough time. Thank you all for your service – we are fortunate to be under your care.”*

**Call Statistics**

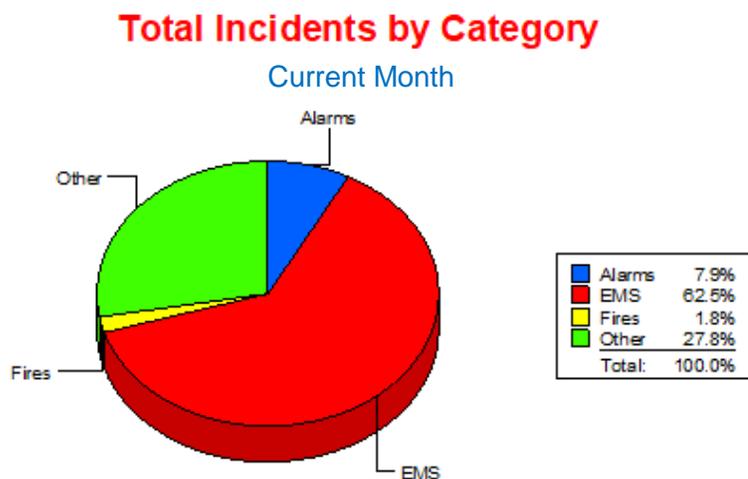
For the month of December, we responded to 485 calls for service. Last year at this time, we responded to 487 calls. This places our year to date calls at 5,392, which is 484 less calls or -8.3% from last year. Average calls per day for the month were 14.7.

Of the 485 calls for service in December, 290 of the calls were for EMS. We had 261 patient contacts and transported 205 patients. This time last year, we had 196 transports.

**Fire Calls**

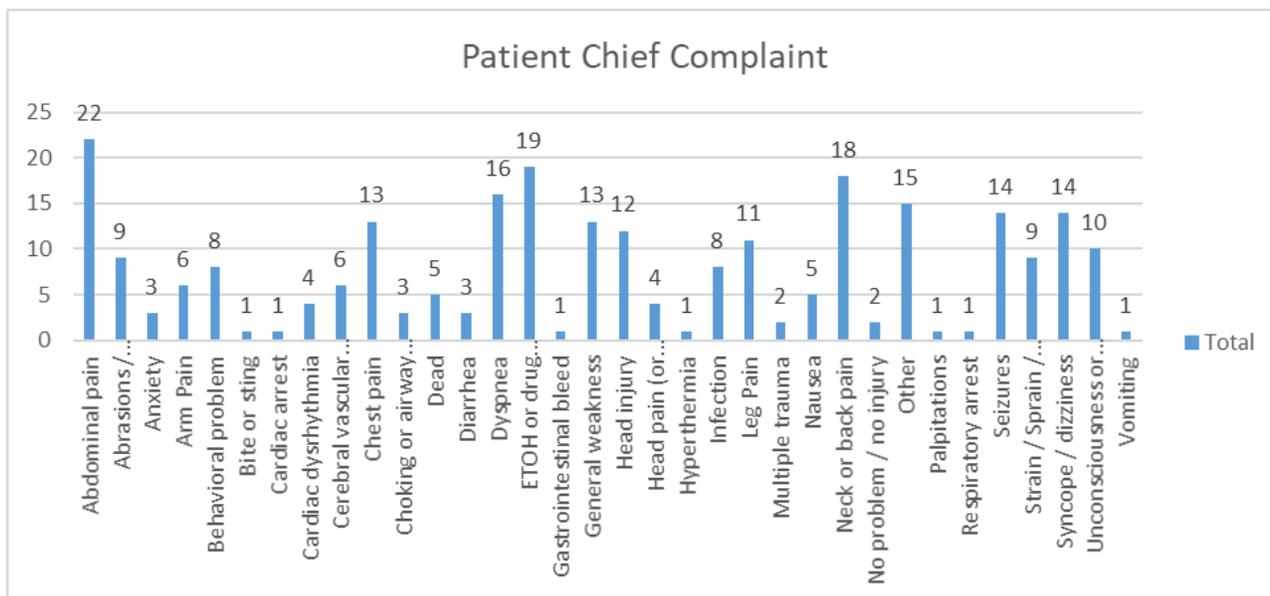
During the month of December, we ran 5 fire calls compared to 4 in December 2019. We had 50 alarm calls, which is 9 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



## Emergency Medical Service Calls

The most common EMS calls in December were for abdominal pain with 22 patients. The second most common call type was for drug or alcohol issues with 19 patients.



## Measurable Outcomes

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

November 2020...100%      December 2020...100%

Monthly alerts called by crews and follow-up

|                       |          |                                     |             |
|-----------------------|----------|-------------------------------------|-------------|
| <b>Cardiac Alerts</b> | <b>0</b> | Transported to appropriate facility | <b>N/A</b>  |
| <b>Trauma Alerts</b>  | <b>1</b> | Transported to appropriate facility | <b>100%</b> |
| <b>Stroke Alerts</b>  | <b>5</b> | Transported to appropriate facility | <b>100%</b> |
| <b>Sepsis Alerts</b>  | <b>8</b> | Transported to appropriate facility | <b>100%</b> |

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

## Significant Incidents:

- **C Shift:** On December 8<sup>th</sup>, Engine 154, Medic 154, Medic 151 and Battalion 151 responded to the Red Hawk Ridge area for a reported party who had been shot. Crews found a male patient with multiple gunshot wounds. The patient was immediately loaded, treated and transported emergently to a local trauma center with serious injuries.
- On December 9<sup>th</sup>, Quint 155 and Medic 154 responded to the Canyons South development area for a reported injured party. Crews found a male party who had fallen off a pavement striping truck while it was working in the area. The patient was immediately loaded, treated and transported emergently to a local trauma center with life threatening injuries.

- On December 14<sup>th</sup>, Quint 155 and Medic 154 responded to a reported party with an emergency medical incident. During the response, dispatch updated that the patient is unresponsive and CPR is being performed. Battalion 151 was added to the call. Crews found a female party in cardiac arrest with CPR being performed. The patient was treated on scene and transported to a local hospital in sudden cardiac arrest (SCA). The patient recovered from SCA and was discharged.
- On December 15<sup>th</sup>, Engine 154, Medic 154, Squad and Collapse 154 and Battalion 151 responded to a request by the building department to provide temporary shoring to a damaged garage building in the Castle Pines Apartments. Crews found a portion of a garage building damaged by a car and no life safety concerns. Crews placed temporary shoring to assist in stabilizing the building from further damage/collapse.



### **Deputy Chief Commentary**

We continue to see a steady number of patients where COVID has either been confirmed or suspected on patients. We also have had more of our members that have either contracted it or have been exposed and were required to quarantine. We continue to maintain our minimum staffing levels throughout the pandemic. There have been further extensions 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. We have been very fortunate to begin the process of obtaining the vaccine through our community partners at Castle Rock Adventist Health Campus. We extend our sincere gratitude and thanks to them!

Our personal protective equipment (PPE) supply continues to remain stable. We continue to remain conscientious in maintaining an adequate supply. We received our Powered Air Purifying Respirator

(PAPR) masks to ensure that all of our members will be protected with the most up to date and high quality equipment we can. The converted medic unit also remains in service. We continue to monitor its usage and make adjustments accordingly.

We were able to lift all fire restrictions this month. Restrictions of some degree had been in place since May.

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

The Santa Project driving through the Town was a very big success. Much thanks to our public educators, Jamie Duncan and Colleen Sanderlin, as well as FF Casey Venafro, for the outstanding job they did in coordination with our police department and GIS, to ensure the quality of this project!

Our call volume continues to remain below last year. We ended this year 8.3% below last year's call total. This trend continued throughout the metro area. Transports to emergency departments also continued to be noticeably decreased from last year. These trends 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.

We are also going to report statistics on our Health and Wellness program each month. All employee physicals were completed between October and December.

For December, members were involved in physical fitness for a total of 305.76 hours for an overall average of .46 hours per shift. We will be educating members on correct tracking of this so our data will be accurate. As we continue to develop this portion of the report, more information will be made available. Our annual Peer Support assessments for all members will take place in January in the stations.

## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues**

While December continued with very little overall precipitation, we, along with Douglas County, were able to lift the Stage 1 Fire Restrictions. Douglas County remains in extreme drought conditions, and the forecast for the spring is not encouraging with the La Niña weather pattern. This was the longest time frame that we were in Stage 1 or 2 restrictions (May 20<sup>th</sup> thru December 16<sup>th</sup>), and hopefully, we will not experience the same in 2021.

“Safer at Home/Protect Our Neighbor” continued in where we remained in Level Red restrictions. We continued to see increased COVID numbers with this “third wave”, and we maintained staffing of EMS 152 to handle these COVID patients. We will closely monitor all of the numbers on a weekly basis, both internally and externally, and adjust our operations based on the current restriction level and review of Douglas County’s numbers. At the end of December, we moved our operational restrictions down to yellow, and we must remain diligent in following all current guidance as it applies to masking, social distancing, and gatherings.

That said, Christmas Eve and Christmas were certainly different for the on-duty crews this year as the restrictions prevented families from being in the stations. I know this was difficult, and I greatly appreciate everyone’s understanding and compliance with the gathering restrictions. My hope is that we will be “back to normal” next December, and families will once again be allowed in the stations.

With the EUA approval of the Pfizer and Moderna vaccines, our personnel were able to begin being vaccinated towards the end of December. This effort was done in conjunction with Centura/Castle Rock Adventist, and is way ahead of what we were initially told in that we didn’t expect vaccinations of first responders until March or April. A huge Thank You to Asst. Chief Rollins and Jen at CRAHC for working through this process and getting approval from Centura/CRAHC to vaccinate our personnel!

We closed out the year with a New Year’s Eve fireworks show. These were the fireworks that were held over from the 4<sup>th</sup> of July when fire restrictions canceled that display. I heard a lot of positive feedback about this show, and I appreciate everyone’s efforts in the Bureau and Operations to ensure another successful event (even with the ¼ acre fire as a result of the show). Fireworks in August and no fires. Fireworks in December, and we have a small fire. Go figure. Good Bye, 2020.

### **Fire Chief Commentary**

As we closed out the year, we worked with Finance on our year end budget estimates. We remained well within our budget, and Town sales tax revenue appears to have remained strong. We were able to complete a number of purchases using CARES Act funds as well as annual appropriations, and we will begin planning for the delayed 2020 projects in hopes that we can get them re-started right after the first of the year. We have continued our preliminary work on the 2022 Budget as that process is expected to begin in late January or early February, and we created a new Logistics Division budget and line items as part of the 2021 budget (all re-allocations from existing line items). This will allow us to better track logistical revenue and expenses.

We began a wildland mitigation project, known as Tract K, off of Highway 86 east of Ridge Road. This mitigation effort will serve as a “demonstration project” for the Town as we continue to work to develop and implement a community wildfire protection plan (CWPP). This area was chosen due to its location to two adjoining parcels that had been mitigated by the responsible HOAs. While only 3.65 acres in size, it should serve as a good example of what mitigation looks like and help better educate the community going forward. This project is expected to be completed in early 2021, weather dependent of course.

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 re-introduced amongst the COVID efforts.

- All of the requested data has been submitted to ISO for review, and we are still awaiting a response from our ISO rep with any additional questions and a potential site visit. While his hope was that he would have our review complete by the end of the year, this obviously did not occur, so we hope that it will be finished in the first quarter of 2021.
- The DRAFT Master Plan was submitted to Mr. Corliss for review. He has begun his review, has already had some questions and comments, and he has indicated he wants to schedule some meetings in the near future with staff to further explain some items in the plan. All of this needs to be completed prior to going to the Public Safety Commission for their review and comment. He also wants to have additional discussions on funding issues and would like to have a plan in the works before submitting this to Town Council. At this point, I expect that the plan will not be presented to Council until late 1<sup>st</sup> quarter or early 2<sup>nd</sup>.

As we close out 2020, I hope that we never experience another year like we just finished. Our world was turned upside down, and our focus pivoted in many different directions in a rapid fashion. We could not have gotten through this year without everything that our members have done during the course of the pandemic. Everyone made the effort to go with the flow, we improvised, adapted, and, for the most part, overcame multiple challenges, and this resulted in continued service to our department and community. Thank you for all that you do, and know that I and the community greatly appreciate each and every one of you!

## Life Safety Division:

Division Chief Brian Dimock

### Fire Marshal Commentary

Looking in retrospect of the last eleven months, this has been an incredible year to say the least. Most people do not even realize that the fire department has personnel that do anything other than fight fires. This division has so many different responsibilities and roles within the community that are for the most part completed in the background and always changing.

It used to be that we might see some changes over the course of three years for this division; lately it has been almost month to month with all of the pandemic requirements that are causing impacts to the fire code requirements. Businesses are dropping in occupant load to meet the local ordinances from the health department, and then trying to be creative with increasing areas that they can be of service to their customers. Sometimes these are conducive to fire code requirements. We are, as a division, attempting to meet the needs of not only the community, but keeping the ultimate endgame, life safety, in view.

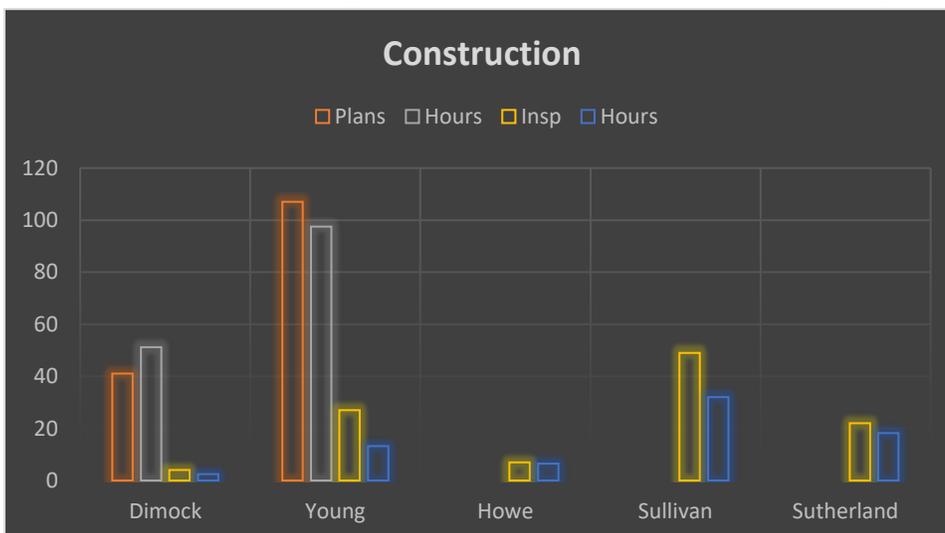
### Key Life Safety Issues –

The key life safety issues that we faced this month were multiple temporary membrane structures showing up in a variety of places that they had not been previously. We had a team member go out to all the of the places that had these up to assist in some of the life safety items that we generally see associated with this type of structure.

We realize that this is in an attempt to keep business flowing as normal as possible, the ultimate goal for us is life safety. These structures are an attempt to allow the businesses to maintain a closer level of service to their customers to allow them to be able to provide a living for their employees and families.

### Fire Prevention Bureau –

This month, we had 148 plan reviews and 109 construction inspections, consuming roughly 221



hours of time. Some of the other items that are consuming time is the contractors that are being found within the Town that are starting work without a valid permit from either the building or fire department. This has seen an increase from the last ten months of the year. We sometimes do not even know that the work has been done until we get a chance to do a business inspection. Sometimes a significant amount of time has passed.



Some of the reviews that are being done are in arrears of the work that has been started by a contractor that should have applied for a permit prior to commencing work. This takes time to ensure that the work that has been done was not there previously or was removed by the contractor to install their work.

Another item that this division takes care of is underground storage tank installations and removals for the Colorado Department of Oil and Gas. This is to ensure that if there is any leakage of materials that everything is mitigated to the national standards.

### Existing Business Inspections –

A total of 212 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 a decrease of just under 20% from the last month. The inspections themselves took just over 130 hours to complete. Some of the decrease is directly related to the holiday season and more time off for some of the employees.

Of these inspections, 7 were correction notices, 101 were follow up inspections, 6 were hazmat inspections, 53 were primary inspections, 7 were from responses to calls that generated inspections, and 38 were special inspections this month. These do not include the construction inspections that are mentioned above.



### Unmanned Aerial Vehicles (UAV) –

Along with all the other duties and responsibilities that this division has, we also have 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 52,394 feet with 184 minutes (3 hours, 4 minutes) of flight time, with just 22 flights. That averages to be about 285 feet of flight every minute the UAV is in the air.

### **Investigations –**

This month, the number of responses that this division was involved in was 10. This took just over 6 hours of time to complete these calls, with an additional total of 7 hours associated with investigations. This could be from filing cases, or 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.

### **Public Education –**

Even with the restrictions, we were still able to get one significantly large event completed, the Santa Drive Bys. This lasted a total of six days, involved several different departments throughout the Town, and was delivered to all the neighborhoods in the Town. This involved personnel from GIS, Public Works, Community Relations, Police, and Fire. The fire engine that was used was being tracked by the same program that tracks the plow trucks. The Police had several officers working to keep social media apprised of the location of the truck as well. This very well coordinated effort shows how well all of our departments work together. This also appears to be a project that may occur every year going forward. From our side alone with just the educators, the actual event took a total of 27 hours, and this did not include all the behind-the-scene time setting this up. It was estimated that approximately 6,150 residents were contacted during this event.

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 checked/installed to 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 citizens as well. With that being said, crews and admin staff completed a total of 8 rear facing seat and 1 forward facing seat checks/installs this month.

## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

In the early part of December, we were able to capitalize on an opportunity to train on three acquired structures near the west entrance to Crystal Valley. These houses were slated for demolition, and crews were able to practice hose stretches, size up, communications, vertical ventilation, and RIT/victim removal tactics. We appreciate everyone's understanding with the short notice, and are thankful for the town's willingness to help us get into these valuable training opportunities.

Congratulations to several members as they completed their Fire Instructor 1 JPRs!

We also spent part of the month working through some FTC improvement projects including purchasing some VES props, a new forcible entry door, a smoke distribution system, a new fence, new rope anchors on the roof, and a new Connex. As these projects become integrated and available for use, we hope that they will add some good value to everyone's training.

**PSTF/FTC Updates:** We have begun working with Kiowa Engineering on the plan for the FTC to come into MS4 water permitting compliance. We anticipate that the engineering work will take a couple of months, at which point we'll know what it will take to bring the facility up to date. We are also in the planning phase for the scheduled 2021 improvements to the FTC and the grounds.

In December, crews trained more than 1,870 hours on a wide range of topics to stay operationally prepared including EMS documentation, incident command, trauma, back injury prevention, ground ladders, trench rescue, vehicle extrication, professional development, physical fitness, and much more.

### **Project Progress Report**

We are currently working on the following projects:

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

## Acquired Structure Training



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## **Logistics Division:** **Division Chief Jim Gile**

### **Division Chief Commentary**

With December comes the close of 2020, and while we all know the challenges that have been faced and thrust upon us as a town and a department over the last year, we also have many things that we are proud to have accomplished. Below are some of the things the Logistics Division has been a part of.

Working with Town Manager's Office, Facilities Department, and Police Department, we were able to oversee completion of the construction of the PSTF North Building. Even through the COVID pandemic, we have already seen the value of this added classroom location as a department and as a town. The calendar for classroom space quickly filled, and the building has been of use even with our internal policies for physical distancing. We also successfully spec'd, inspected and took delivery of a new medic unit, new staff car and new collapse trailer. Once here, the units were up fitted and placed into service internally. We had the opportunity to help departments around us by providing pump testing at no charge. We pump tested for 5 surrounding departments that included 21 apparatus in addition to performing all of our apparatus' annual pump tests. A new fuel con-vault was placed at Station 155 and put into service as well as replaced the aging fuel pump at Station 154. Station 155 received an upgrade to the First-In system to match the other stations, and we have worked with the Training Division on updates and future plans for the FTC.

With the use of CARES Act money, Operations and Logistics identified several projects to submit for approval to be reimbursable expenses. These included extractors and dryers for each station that did not have one, PPE both disposable and reusable, electrostatic sprayers for all medic units and for each station, PAPRs (Powered Air Purifying Respirator) for each member and replacement CBRN PAPR's for the Hazmat truck. We were also able to secure extra filters for the PAPR's as well. This is in addition to the N-95's, surgical masks, respirators, gloves, face shields, gowns and Tyvek suits that have been procured for use during this pandemic.

The Logistics Division has also continued work on projects for 2021. This includes the First Net cellular project, the Sierra Wireless gateways on the response units, Station 154 & 155 door raise, SCBA replacement, and such.

Logistics and Equipment Support Technician (LEST) Keegan continues to support the needed supplies and equipment for daily operations. Over the last year, he arranged for all of our annual equipment inspections and repairs to keep us compliant with NFPA and ISO Standards. This has included our annual SCBA flow testing and fit testing, breathing air testing, ladder and attack hose testing, as well as our Hurst rescue tool testing and service. In addition, he also worked to get us in compliance with the new NFPA 1851 Standard. This was accomplished by scheduling all members to clean and inspect both sets of bunker gear and log that into PSTrax during the months of June, July and August. In addition, he also worked to change all of our bunker gear cleaning supplies and



soaps to keep us within warranty on our gear. This year we also implemented an annual inspection of each member's ballistic vest and equipment; this was done by each member and logged to PSTrax during the month of October. LEST Keegan also reprogrammed all VHF radios due to frequency changes that occurred throughout the state and he assisted with various special projects such as station mattress replacements, annual bunker gear replacement and such.

Sr. Emergency Vehicle Technician (EVT) Jennings has continued to support the department through the management of our fleet of response vehicles. Sr. EVT Jennings' duties included diagnosis, repairs and maintenance on all of the fire heavy fleet and as needed on the fire light fleet and staff vehicles. We have continued to make use of Faster Fleet Management program and are now tracking repairs and maintenance to a higher degree. With this tracking ability, we are able to track working hours. This information allows us to see percentage of scheduled vs. non-scheduled repairs. Scheduled repairs would include preventative maintenance services, and any repair that we previously had scheduled into the shop. Unscheduled would include in-field repairs, after hours repairs, or repair items not previously scheduled. The scheduled vs. unscheduled percentage for the year was 58.6% vs. 41.4% of hours billed. The goal is to have a higher scheduled percentage as this means repairs are being caught and taken care of before they become breakdowns or emergencies. Additionally, we are able to track total direct labor hours for the year. Out of 2,080 hours available, Sr. EVT Jennings had 1,697 hours or 81.6% directly accounted for. Of this amount, 1,440 hours or 69.2% was time tracked directly to a work order or unit. The gold standard for government fleet technicians is 70% and we are very close to that mark. This also highlights the continued need for an additional EVT and shop space to accommodate that growth.

### **Division Project Report**

PSTF South building projects  
PSTF North building project  
First Net Cellular project  
Sierra Wireless gateway pilot  
Master plan update  
New staff vehicle orders  
Covid-19 logistics and supply  
New Medic specs for 2021 (ordered)

New Type VI brush specs for 2021 (ordered)  
PAPR fit testing  
Extractor / Dryer project  
New BC spec for 2021  
Station 154 sewer project  
Breathing air compressor testing  
SCBA replacement

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for Nov. are 1,427. Year to date, 35,360 and the total since we began the program is 95,970. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

**Accreditation and Emergency Management:**  
**Assistant Chief Craig Rollins**

In December, time associated with COVID-19 response and recovery accounted for about 40% of my time. Recent data shows that state, county, and town COVID cases are decreasing, but there is concern that there could be a spike due to recent holiday gatherings. We would expect to see those impacts in early-mid January. I continued attending weekly national, state, and regional conference calls regarding mass vaccination planning and implementation. There are currently two vaccines that have received CDC’s Emergency Use Authorization (EUA) and have been distributed throughout the area. In coordination with Centura Health systems, we were able to start vaccinating Fire and Police department employees the week of 12/28, as well as our auto/mutual aid partners. We expect that, based on changes to the vaccination tier structure on 12/30, the rest of Town staff members may be able to start scheduling vaccinations as early as the week of 1/4/2021.

Hospitalizations are also decreasing. However, several hospitals are still forecasting critical supply (medication and PPE), staffing shortages, and limiting elective and non-emergent procedures.

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>

The Master Plan is in its final draft and is now with the Town Manager for his review, edit, and comment. We are hoping to bring this to Town Council as soon as possible. However, with bringing four new councilmembers on board in December, there are a lot of workshops and education that take priority. I want to thank all those that dedicated their time to this document; Chief Croom, Chief Martin, Chief Bersagel-Briese, Chief Dimock, Chief Gile, DFM Young, Lt. Kallweit, FPO Sutherland, FPO Howe, FPO Sullivan, ENG Patik, FF/EMT Peery, FF/EMT Ryan, FF/EMT Polidoro, Logistic and Equipment Support Technician Keegan, last and certainly not least Lori Kania.

November calls for service:

|                  | All Incidents |     |                    |     | Emergent Incidents |     |                    |     |
|------------------|---------------|-----|--------------------|-----|--------------------|-----|--------------------|-----|
|                  | Incidents     |     | Apparatus Response |     | Incidents          |     | Apparatus Response |     |
|                  | 444           |     | 968                |     | 297                |     | 693                |     |
| Urban            | 313           | 70% | 669                | 69% | 209                | 70% | 461                | 67% |
| Rural            | 87            | 20% | 217                | 22% | 62                 | 21% | 156                | 23% |
| Interstate       | 12            | 3%  | 39                 | 4%  | 11                 | 4%  | 36                 | 5%  |
| NO FMZ           | 12            | 3%  | 0                  | 0%  | 0                  | 0%  | 0                  | 0%  |
| Blank            | 20            | 5%  | 43                 | 4%  | 15                 | 5%  | 40                 | 6%  |
| Mutual Aid Calls | 36            | 8%  | 115                | 12% | 28                 | 9%  | 103                | 15% |
| Aid Received     | 22            | 5%  | 77                 | 8%  | 16                 | 5%  | 68                 | 10% |
| Aid Given        | 14            | 3%  | 38                 | 4%  | 12                 | 4%  | 35                 | 5%  |