

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

January 2021 Monthly Report

Department News: The Annual Fire Safety Coloring Contest is hosted every fall by the Castle Rock Fire and Rescue Department. This fun and educational coloring contest is a safety message turned into creatively colored pictures by any of the 3rd – 6th graders in the Castle Rock area that wish to participate. 2020's theme was "Serve up Fire Safety in the Kitchen", and area students had the entire month of October 2020 to enter the contest.

The purpose of the contest is to give local students an opportunity to collaborate with CRFD in fire safety. Winning entries are made into a decal that is placed on the side of a fire truck where it will reside the entire year.

The five winners for the 2020-2021 school year were from Academy Charter School, Castle Rock Christian School and Clear Sky Elementary. Crews went to each of these schools for socially distanced presentations, pictures and to give each winner's class ice cream treats to enjoy!



Drawn by Annalie Carlson, Clear Sky Elementary, 6th Grade
**2020/2021 CASTLE ROCK FIRE AND RESCUE DEPARTMENT
FIRE/SAFETY POSTER CONTEST WINNER**
Sponsored by CASTLE ROCK, COLORADO



Drawn by Makayla Mooney, Clear Sky Elementary, 5th Grade
**2020 CASTLE ROCK FIRE AND RESCUE DEPARTMENT
FIRE/SAFETY POSTER CONTEST WINNER**
Sponsored by CASTLE ROCK, COLORADO



Drawn by Sienna Madrioli, Clear Sky Elementary, 6th Grade
**2020 CASTLE ROCK FIRE AND RESCUE DEPARTMENT
FIRE/SAFETY POSTER CONTEST WINNER**
Sponsored by CASTLE ROCK, COLORADO



Drawn by Jenna Hayden, Academy Charter School, 5th Grade
**2020 CASTLE ROCK FIRE AND RESCUE DEPARTMENT
FIRE/SAFETY POSTER CONTEST WINNER**
Sponsored by CASTLE ROCK, COLORADO



Drawn by Andrew Glenn, Castle Rock Christian Academy, 3rd Grade
**2020 CASTLE ROCK FIRE AND RESCUE DEPARTMENT
FIRE/SAFETY POSTER CONTEST WINNER**
Sponsored by CASTLE ROCK, COLORADO

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
January 2021 ...97.9%

Of the 47 customer survey cards we received in January, 45 were of the highest overall rating of 5. One had a rating of 4, and 1 had a rating of 3. Some of the comments we received read; *"The team that came to help my husband and I at a frightening time couldn't have been more professional and caring! Thanks to each one – we felt very confident in their care."* Another read; *"They acted quickly and treated my pain well. They took the extra time to secure my personal belongings."* Another read; *"The personnel of Castle Rock Fire & Rescue saved my husband's life as he was within hours of dying. Your prompt response & treatment is why he is still alive! Thank you with all my heart."*

Call Statistics

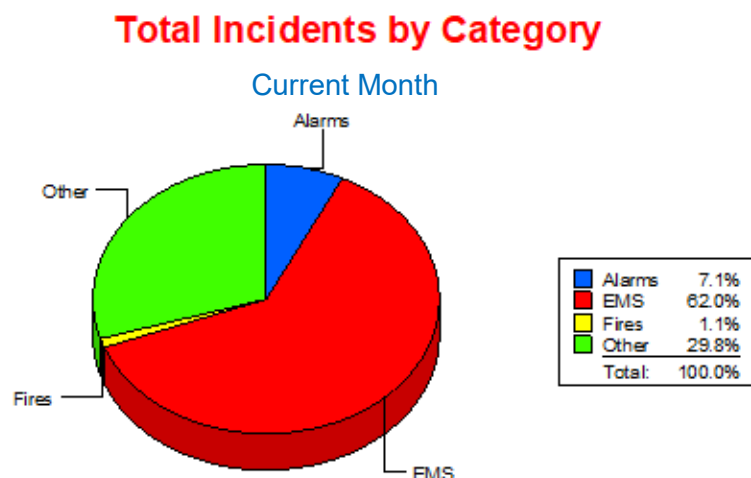
For the month of January, we responded to 450 calls for service. Last year at this time, we responded to 463 calls. This places our year to date calls at 450, which is 13 less calls or -2.8% from last year. Average calls per day for the month were 14.5.

Of the 450 calls for service in January, 279 of the calls were for EMS. We had 264 patient contacts and transported 203 patients. This time last year, we had 208 transports.

Fire Calls

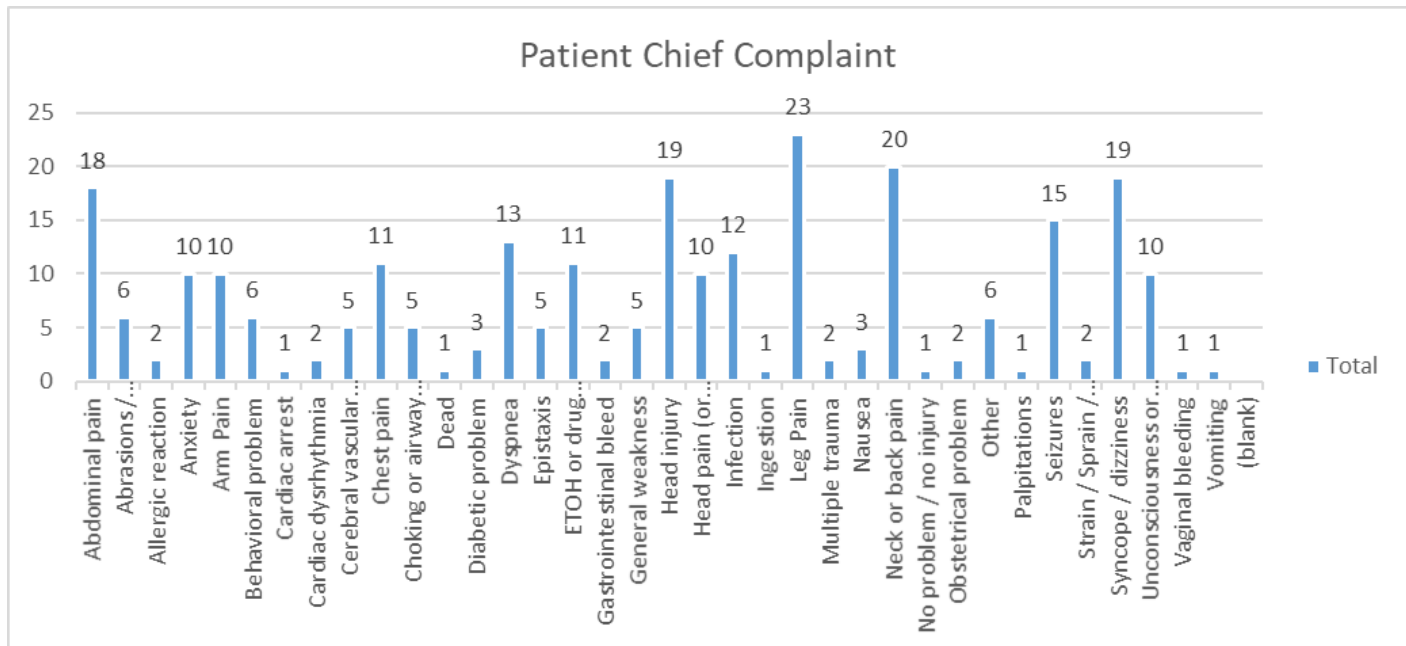
During the month of January, we ran 5 fire calls compared to 8 in January 2020. We had 32 alarm calls, which is 4 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in January were for leg pain with 23 patients. The second most common call type was for neck or back pain with 20 patients.



Measurable Outcomes

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

December 2020...100%

January 2021...100%

Monthly alerts called by crews and follow-up

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

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

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

Sepsis Alerts 6 Transported to appropriate facility **100%**

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

Significant Incidents:

- **A Shift:** On Jan. 12th, Quint 151, Medic 153, Medic 151, Medic 154, Battalion 151 responded to a motor vehicle crash at Founders Parkway and Crimson Sky. It was a T-bone crash, and the crews performed light extrication. Three patients were transported to a local hospital.

Deputy Chief Commentary

COVID calls have dramatically decreased this month. This has also shown to be evident throughout Douglas County. EMS 152 was placed out of service on January 23rd due to the decrease in demand. Over half of our staff have received both of their COVID vaccinations to date, and we have a smaller percentage that have received their first one, and are scheduled for their second one in February. Much gratitude is extended again to Castle Rock Adventist Health Campus and their staff, as well as Sky Ridge Medical Center. Executive and Public Health Orders have been extended once again. We continue to stay current on guidance at local, state, regional, and national levels, with issues pertaining to the pandemic. We have been able to loosen some of the restrictions that were in place for training and public education events due to the decrease in cases and positivity rates.

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 highest quality equipment we can. The converted medic unit (EMS 152) also remains in a ready reserve status. We continue to monitor COVID incidences and positivity rates and make adjustments on whether to place the unit in service or out of service 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.

Our call volume is comparable to last year's in January. We ended 2020 8.3% below 2019's call total.

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 by utilizing The Modified Rankin Score, which scores a patient's ability to return to the lifestyle they had prior to their serious medical issue. 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.

In our Wellness Program, we completed the annual station visits and individual conversations with the staff from Code 4 Counseling for mental wellness. Once again, this program was well received by our members.

We also had the privilege of recognizing a citizen with a Civilian Life-Saving Award. Mr. Mike Foster stopped at a serious vehicle crash and removed a patient from a vehicle that started on fire shortly after he removed the patient. Thank you, Mr. Foster, for your selfless actions to save this person's life!

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

The New Year is off and running, but still looking a lot like last year. COVID restrictions are still in place, vaccinations of our personnel and high-risk populations continued, and we did start to see a decrease in our numbers in Douglas County. If these decreases continue, we may be able to lift some of the restrictions as they relate to department operations, thus allowing us to get back to some level of normalcy. Even so, we must continue to remain diligent in following all current guidance and public health orders as it applies to masking, social distancing, and gatherings. I appreciate everyone's efforts in following the guidelines, and we are one of the few departments in the metro area who have not experienced an "outbreak" at any of our stations. Keep up the strong work!

Discussions continued last month with the Social Media Team, and a plan is being drafted to evaluate the feasibility of the department standing up our own Facebook, Twitter, and/or Instagram accounts. This has the potential to be very time intensive, and we want to make sure we have the capacity and resources to take on this new program.

On a positive note, Department Photographer Tim Tonge celebrated his 22nd anniversary of surviving his near fatal accident. In 1999, Tim had a significant fall at his home in Castle Oaks and was suffering from life-threatening injuries. He was flown to Swedish Medical Center due to multi-systems trauma, was treated, and then transferred to Craig Hospital for a lengthy rehabilitation process. We are so grateful for all that he does for the department, and I know that he is thankful for all of our efforts on that January day so many years ago. Congratulations Tim!

Fire Chief Commentary

We have continued our preliminary work on the 2022 Budget as that process is now expected to begin in late February or early March. We are also working on projects for 2021 that were delayed in 2020, such as SCBA replacement, Station 154 and 155 modifications, and the purchase of two replacement brush trucks.

January saw the presentation of our poster contest winners from our contest last October. This year, we had three winners from Clear Sky Elementary, one from Academy Charter School, and one from Castle Rock Christian Academy. All of the contest entrants did a great job with their posters, and determining the winners was a difficult task.

Work continued 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 our final review with our ISO rep with any additional questions and a potential site visit. In speaking with our rep, he got a little behind during the holidays, and we are now first up on his list. He has been reviewing our info, and his intent is to have our review completed by the end of the 1st quarter.

- The DRAFT Master Plan remained with Mr. Corliss for review. He has completed his initial review, and 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 1st quarter or early 2nd.
- Tract K wildland mitigation continued during January as weather allowed. The contractor expects to be done in February providing that the weather continues to cooperate.
- We also have re-engaged the contractor who drafted the community wildfire protection plan in 2017. Our goal is to have them update this draft based on the changes in the community over the last three years, and then we will proceed with working with other involved town departments and Mr. Corliss to get this to a point where we can adopt and implement the plan. Our goal is to have this process completed by the end of the year.

more pictures of contest winners



Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

It is such a relief that we are finally out of 2020 and starting a fresh, new year. We are hoping that this year will allow us to regain some normalcy to our day-to-day operations.

This month has proven to be similar to the previous months. We are still under social distancing and other regulations that are preventing groups of people from getting together. This is reducing the number of group gatherings throughout the Town. The implementation of the 5 Star Program has provided some relief to the establishments that are meeting the requirements of Tri-County as indicated by the inspectors that have worked with the businesses.

Key Life Safety Issues –

Temporary membrane structures (tents) continue to be a key life safety issue this month. In January, we had a serious windstorm, which was fortunately in the middle of the night and not during the day. This windstorm did some significant damage to some of these structures that were not yet anchored the way that they were supposed to be, thus rendering them useless for the business owner. Had this happened during the day and these structures were loaded with people, there could have been some significant injuries. We recognize these structures are being utilized to keep business flowing as normal as possible, however, the ultimate goal for us is life safety.



Fire Prevention Bureau –

160 Plan Reviews over 146 hours

- Plan reviews are a service that we provide for Development Services to ensure that the buildings and tenant spaces within the Town that we serve, are completed following the code(s) that the Town has adopted. While most of the fire and building codes are mirrored with each other, there are some significant differences. We work very closely with the building department to ensure that we are meeting customer needs, however, also keeping the fine line of safety at the top of that measure.

103 Inspections in just under 64 hours

- Construction is at an all-time high right now. It does not appear that either the weather or COVID did anything to slow the pace of this. This is great for us as it keeps our workload up making the day go by so much faster because you are constantly going from one inspection to another throughout the day. Looking at all aspects of the project from dirtwork to the final product and finishing touches. As with the plan reviews, some of the inspections that we complete require that both building and fire look at them based on qualifications that are directed by state or federal licensing.

Existing Business Inspections –

During the month of January, the Life Safety Division team completed over 269 inspections in 224 different businesses or buildings. This is roughly just under 10% of our amount of current database of businesses within our district. Sometimes, it takes multiple visits to gain compliance with the fire code.



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.

We had a total flight of 52,305 feet with 85 minutes of flight time, with just 15 flights. That averages out to be about 3,487 feet of flight every time the UAV is in the air; this also translates into just over 615 feet of flight per minute.

Investigations –



The number of responses that this division was involved in was 13. This took just over 13 hours of time to complete these calls. The investigation side had a total of 5.5 hours associated with investigations. Associated hours can be attributed to: filing cases, working with attorneys, performing the actual investigation, meeting with subjects, and others involved in the case. The Bureau involvement, in these responses, included law enforcement, investigations, fireworks enforcement, parking citations, structure fires, and hazardous material calls. In addition to these responsibilities, the Bureau continuously assists a

variety of businesses navigating these trying times.

Public Education –

As the COVID data and statistics continues to be encouraging, all of the fire/life safety educators are now back working in the office.

More public education and events are being scheduled for coming months. Our educators are also working on maintaining a presence in the virtual world by continuing to offer virtual tours, participate in virtual career fairs and more.

The Fire/Life Safety Educators were able to coordinate and carry out five Coloring Contest Winner presentations with the CRFD Fire Chief, crews and area schools. Collectively, these events made up the largest portion of public education hours during January 2021. See front page for more information and pictures.

A total of 5 events took place during the month making contact with 211 citizens. A total of just over 3 hours were utilized in conducting the events, however, this does not include the hours of time that were used to coordinate, prepare and complete follow up items after the events took place.

The virtual car seat program has continued into 2021 as an option for parents/guardians with car seat questions and installs. With varying COVID restrictions still in place, the preference is to do virtual car seat installs. However, there are still citizens bringing their vehicles to the stations to have car seats checked and installed in person. It is not CRFD policy to turn people away. When citizens come in person to a station for a car seat check/install, it is done with the least amount of exposure for our team members and citizens as well. Crews and administrative staff completed a total of 12 rear facing seats and 2 forward facing seat checks/installs this month.

A couple of the winners placing their artwork on the Quints



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

The start of the new year has ushered in the official start of a year's worth of Fire Training Center (FTC) improvements. These projects are aimed at shoring up the facility and grounds for the foreseeable future, updating the building and props to make training better for the crews, and ensuring the site infrastructure is capable of handling our department's training needs. January saw the installation of a new fence, the smoke distribution system being used by crews, the installation of a new forcible entry door, reinforcing the Nance drill cover, the installation of new grab handles on all windows, and more. We have many more projects in the works, and are appreciative of everyone's patience as we work through closures and site limitations to make these improvements come to life.

In January, we also were able to partner with the Plum Creek Golf Course to do our annual ice rescue training. This year's training was focused on single station scenarios where there were multiple victims that had fallen through the ice. Crews were able to identify the victims, provide for their own safety, and bring three 'patients' to shore – in as little as 5-6 minutes. Thank you to Engineer Todd Lewis and the other ice rescue instructors for putting on this great training!

The 2021 recruitment process to establish a hiring eligibility pool is open and already attracting many applicants. Thanks to Alexandra Gonzalez at HR for helping us with many improvements in this hiring cycle. We also met with Chief Chris Woolley (Black Hawk FD) about how to best use Target Solutions...and subsequently found a direction for how we would like to proceed. We are extremely thankful for his advice and willingness to share their work to make us better.

In January, crews trained more than 1,968 hours on a wide range of topics to stay operationally prepared including CPR refreshers, hose evolutions, rope rescue, engine company operations, cardiac emergencies, ice rescue, EKG rhythm recognition, incident command, pre-fire planning, 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 implementation
- Supporting upcoming department level trainings
- Accreditation 5K goal plan and needs
- New hire process
- Working at West Metro Fire Academy



The go-go gadget arms of the ice rescue suits



Ice rescue training scenarios



Forcible entry prop at Station 155



Smoke distributions system at the fire training center

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

New Year, New Projects!

The Logistic Division is already involved in various projects for the 2021 budget year. These include new staff cars, a new Battalion Chief vehicle, new Type VI brush trucks, and a new Medic unit. Some of these projects received preliminary work at the end of last year, and now are in full swing. In addition, the powered air purifying respirators (PAPR) have been assigned and delivered to all members. This required fit testing everyone into new masks.

Members also received a bag that their PAPR kit was delivered in; it is labeled as PAPR Kit. Logistics has also continued the effort to secure other personal protective equipment (PPE) and have been working with Chief Martin and Firefighter Carlson to ensure we have a constant supply. Due to shortages, items such as gloves and N-95's continue to be difficult to secure.

Logistics and Equipment Support Technician (LEST) Keegan has continued to handle the daily equipment, uniform, gear, tools and PPE movement and delivery. He has already been working on our annual projects, such as annual fire extinguisher testing and certification, annual self-contained breathing apparatus (SCBA) and regulator flow testing and assistance to the R&D team in the SCBA replacement project.

Sr. Emergency Vehicle Technician Jennings continues to handle the daily repairs and maintenance on all of the department's apparatus. Over the last month, he rebuilt and updated the pump on Brush 152, performed preventative maintenance service on Unit 281, made repairs to Unit 125 FRC pump control, repaired coolant leaks on Unit 082, had tires replaced on Unit 080, along with handling many daily write ups. Additionally, Ben is involved in the new Type VI builds and will be traveling along with Lieutenant Richardson to Boise Mobile Equipment in early February for a pre-construction meeting on those two units.

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
Station 154 & 155 door raise project

Annual fire extinguisher testing
PAPR deployment
Extractor / Dryer project
New BC spec for 2021
Station 154 sewer project
Breathing air compressor testing
SCBA replacement project
Annual SCBA flow and regulator testing

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for Dec. are 1,367. Year to date, 36,727 and the total since we began the program is 97,337. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In January, time associated with COVID-19 response and recovery accounted for about 38% of my time. Recent data shows that state, county, and Town COVID cases are still decreasing with potential for moving “down the dial” to less restrictive public health orders. Hospitalizations are also decreasing. However, several hospitals are still forecasting critical supply (medication and PPE) and staffing shortages, and are limiting elective and non-emergent procedures.

I continued attending weekly national, state, and regional conference calls regarding mass vaccination planning and implementation. The vaccination plan seems to change on a weekly basis. On January 28th, the guidance changed again moving those that are over 65 years of age and teachers/childcare providers up in priority. There are still two vaccines that have received CDC’s emergency use authorization (EUA) and have been distributed throughout the area. A third vaccine should be submitted in early February to the CDC for EUA. The next vaccines that are expected will be a single dose and do not require special storage. In anticipation of these vaccines, I have been part of initial planning discussions for possible mass vaccination points of distribution.

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>

In late January, a Town-wide team consisting of CRFD, Development Services, Castle Rock Water, and Public Works completed a Town of Castle Rock Annex for the Douglas County Local Hazard Mitigation Plan. The draft was submitted to the County consultant for review. Next steps are to compile the full document, present it to the working group and for public comments. Once the public comment period closes, the draft will be returned to us for final revision.

Calls for service

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	485		1009		300		699	
Urban	342	71%	727	72%	224	75%	488	70%
Rural	83	17%	174	17%	46	15%	107	15%
Interstate	13	3%	39	4%	11	4%	36	5%
NO FMZ	26	5%	2	0%	1	0%	2	0%
Blank	21	4%	67	7%	18	6%	66	9%
Mutual Aid Calls	67	14%	100	10%	26	9%	89	13%
Aid Received	44	9%	37	4%	9	3%	27	4%
Aid Given	23	5%	63	6%	17	6%	62	9%