

Castle Rock Fire and Rescue Department



Commission on
Fire Accreditation
International

An Internationally Accredited Fire Rescue Agency 2017-2022

March 2021 Monthly Report

Department News: CRFD collaborated with Lost Coffee for a community wide contest to name the dog in a mural that was painted near Station 151. We received over 70 entries for the contest from community members! Chief Croom, Division Chief Martin, Division Chief Dimock and our Public Educators, Colleen Sanderlin and Jamie Duncan selected 5 potential names and gave them back to Lost Coffee for the final selection. The winning entry was "Sparky."



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
March 2021 ...100%

Of the 31 customer survey cards we received in March, 30 were of the highest overall rating of 5 and one had a rating of 4. Some of the comments we received read; *"I appreciate how caring and responsive the EMT's were! They immediately put me at ease and I felt I was in good hands. Thank you so much for all that you did to help assure my well-being."* Another read; *"Outstanding team of professionals arrived quickly, calmed my wife, started an IV line which is a challenge on my wife. Overall very proud of CRFD."* Another read; *"The team was very efficient & professional. I was very scared and they made me feel safe. Thank you so much!"*

Call Statistics

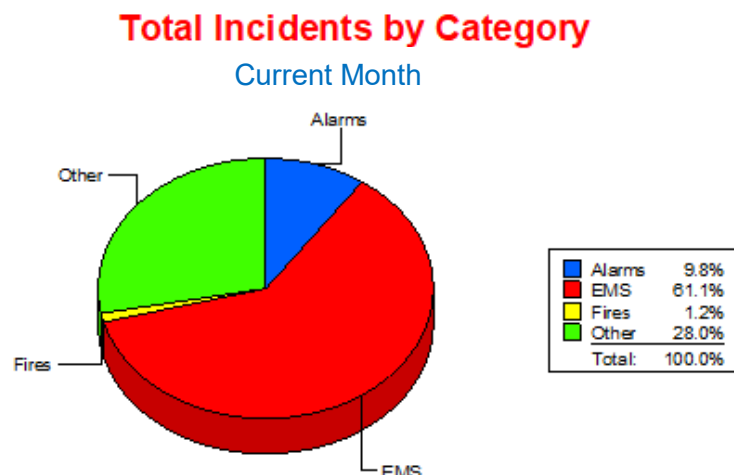
For the month of March, we responded to 445 calls for service. Last year at this time, we responded to 410 calls. This places our year to date calls at 1,369, which is 64 more calls or 4.7% higher than last year. Average calls per day for the month were 15.2.

Of the 445 calls for service in March, 291 of the calls were for EMS. We had 271 patient contacts and transported 212 patients. This time last year, we had 199 transports.

Fire Calls

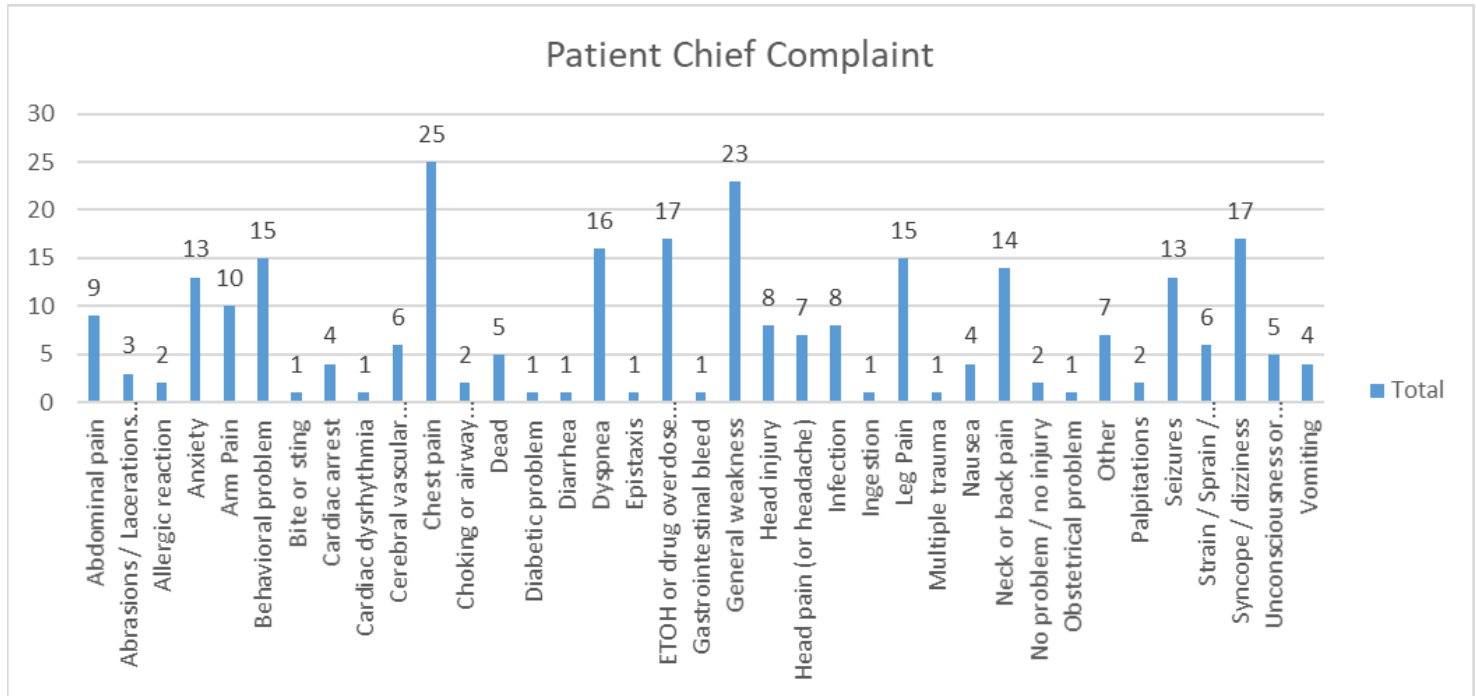
During the month of March, we ran 7 fire calls compared to 4 in March 2020. We had 30 alarm calls, which is 9 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in March were for chest pain with 25 patients. The second most common call type was for general weakness with 23 patients.



Measurable Outcomes

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

February 2021...100%

March 2021...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts	0	Transported to appropriate facility	N/A
Trauma Alerts	0	Transported to appropriate facility	N/A
Stroke Alerts	3	Transported to appropriate facility	100%
Sepsis Alerts	3	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On March 13th, Engine 154, Quint 151, Medic 151, and Battalion 151 responded to a second alarm structure fire as mutual aid to Jackson 105 Fire District. Our units participated in extinguishment and command.
- On March 19th, Quint 155, and Medic 154 responded to a motor vehicle crash; a car went through/into a glass storefront. The driver was transported with minor injuries. The building was checked for structural support damage, none was found.

- On March 25th, Quint 151, Medic 154, Division Chief 151, and Battalion 151 responded to a report of an adult female in cardiac arrest, pulses regained on-scene. The patient was transported emergent to a local emergency room.
- On March 30th, Quint 151 crew participated in the Line Of Duty Death Funeral for Boulder Police Officer Eric Talley.
- On March 31st, Battalion 151, Quint 151, Medic 151, Engine 152, Engine 153, Medic 153, Engine 154, Quint 155, Division Chief 151, Chief 152, Tender 181, Tender 184, Tender 161, Tender 39, South Metro Fire Rescue District Chief 1, Safety 35 responded to a residential structure fire. A pellet stove caused a fire in the adjacent wall; there was no civilian injury or loss of life.
- **B Shift:** On March 29th, crews responded to a single-family dwelling basement fire at the in the Plum Creek neighborhood. Units arrived, confirmed a fire in the basement, fire extinguished, searches were unremarkable, all clear of the structure, no extension. The fire is under investigation. No injuries to civilians or our members.
- **C Shift:** On March 14th, Engine 153, Medic 153, Battalion 151 and CRPD responded to the Rosedale Street area for a reported patient in cardiac arrest. CRPD arrived to find an adult male not breathing and without a pulse. The CRPD officer began CPR and used an AED to deliver a defibrillation. CRFD units arrived and continued to provide advanced cardiac life support. The patient had a return of spontaneous circulation (ROSC) and was transported to a local emergency room.
- On March 15th, Quint 155, Medic 151 and Battalion 151 responded to the Cinnabar Drive area for a reported patient in cardiac arrest with CRPD on scene providing CPR. CRFD units arrived and continued to provide advanced cardiac life support. The patient had a return of spontaneous circulation (ROSC) and was transported to a local emergency room.

Deputy Chief Commentary

As we review March, I wanted to update everyone that 85% of our staff have received both of their COVID vaccinations. This places us well above the current metropolitan average for first responders. Executive and Public Health Orders have continued to be extended. We continue to stay current and follow guidance at local, state, regional, and national levels with issues pertaining to the pandemic. We have continued to closely monitor our current standards that are in place for training and public education events, while still complying with all orders currently in effect. We anticipate that there may be more changes that occur in April, and we will make adjustments accordingly.

Our personal protective equipment (PPE) supply continues to remain stable. We continue to remain conscientious in maintaining an adequate supply.

Our call volume remains above this time last year. We saw an increase during and immediately after the major storm that occurred this month as well as the several other storms that followed it. We are now currently 4.7% over last year's call volume.

As a follow-up and update to the action items identified at the Operations Meeting, the Sleep Study and Health Team met and will be doing some education among the teams and meeting with each crew in person. Once that is completed, we will move forward on the items identified. Lt. Osborn will

be working with the Safety Team on highway incidents at their next meeting. The crews have slowly begun re-engaging in multi-company training as weather allows.

We are continuing to focus on 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.

We also had representation at Boulder Police Officer Talley's Memorial Service on March 30th. Station 155 A Shift members, Lt. Matt Osborn, Engineer Taylor Reifschneider, Firefighter Paramedic Jason Norris, and Firefighter Steve Hoekstra participated in the service and procession. Members of our Pipes and Drums Band, Battalion Chief Eric Morgenthaler, Lt. Adam Gallegos, and Lt. Jay Allen, participated in the services. I want to thank all of them for representing us and honoring Officer Talley's service.

In our Wellness Program, all members in Operations have participated in the annual physical fitness pack test specific to a person's job description. We continue to work with the beta test group to review and analyze another option that members may complete instead of the pack test.

In March, members were involved in physical fitness for a total of 420.75 hours, and an overall average of 22 members working out per shift. The number continues to increase, which is what we were working toward. Thanks to all members who have improved their fitness level activity!

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

We hit the one-year mark of the pandemic in March, and we are beginning to see some things return to somewhat normal. With an increase in vaccinations and changes from the State with the new “Dial 3.0”, we have continued to modify our internal guidelines to allow even more opportunities for training, public education, and events. We expect to see additional changes in April with the potential of eliminating the Dial and state orders, and a return to local orders and guidance. We will continue to adapt as allowed, we need to remain diligent in following all current guidance and public health orders as it applies to masking, social distancing, and gatherings, and I look forward to even further easing of our restrictions soon.

We continue to work with the Training Division and Castle Rock Water on the issue of our municipal separate storm sewer systems (MS-4) compliance for water used at the FTC. We have received estimated costs, and we are still hoping to be able to incorporate this project into the Water Department’s storm sewer replacement project currently happening in that area of town. One issue that has cropped up is the potential of PFAS contamination in any runoff water. We are working through this challenge now, and hope to have an answer to this soon. We’ll continue to keep you up to date as information becomes available.

The 2021 Legislative session is in full swing, and there are a number of bills that directly impact fire and EMS. Two concerning bills address child care in homes and the EMS use of Ketamine. The child care bill wants to relax fire and life safety codes for child care centers in private residences, and the ketamine bill is intended to eliminate, or at least severely restrict, the use of sedatives in the prehospital setting. We are working with our state associations to try and amend or kill these bills as they are detrimental to citizen and responder safety.

Finally, I greatly appreciate everyone who participates in the Dignified Honors processions up and down the interstate. We paid respects to Col. Higgins as he was taken home to Colorado Springs, and Officer Talley’s mother being escorted to Boulder by CSP to attend her son’s funeral. We receive many positive comments about our participation, and this is just one small way we can show our respect and appreciation for these fallen military brothers and sisters. And, in the case of Officer Talley, a significant sign of respect for him that his mother was able to see during a very tragic time. Thank you!

Fire Chief Commentary

The 2022 Budget process will now begin in April, and we will include a number of “new” requests as they relate to the DRAFT Master Plan. While many of these are not technically new, we will look at timing and cost as we move forward with these requests. Additionally, a presentation was made to Town Council in March on our current and future challenges along with a “sneak peek” at the Master Plan. Hopefully, this will help in the understanding of our requests as we move forward.

As part of the initial budget and master plan process, we were asked to project out costs for implementation. The approximate cost to address our current challenges is \$1.8 million to start, and then ongoing every year. Future challenges range from \$25 million to \$34 million for capital and operating costs, of which about \$7 million is specific to operating. These numbers represent conservative estimates, and will help serve as part of the basis for the Town's alternative revenue stream research.

Working with Town Manager Corliss, we have requested some additional funding for a one-time expenditure for upgrading and installing station security cameras at stations 153 and 155. This would complete all of our stations, he understands the need, and we believe we will be able to move forward with this in April or May.

Work continued on major projects, and updates are outlined below:

- Our ISO rep finished his review of all of our information. In the course of his evaluation, he discovered that we were scored incorrectly in our last ISO review. While we were in the ISO 2 rating, our score should have been 82 instead of the 86 that we had been told. As a result, we needed to improve by about 8 points to achieve an ISO 1 rating. After completing his analysis, while we improved, it does not appear that we improved enough to obtain a Class 1 rating. This is his preliminary analysis, and he has to submit it for review and confirmation, but at this point, it looks like we will remain at Class 2.
- The Master Plan is now scheduled to be presented to Town Council on May 4th. As they saw a number of the requests from it in the Town Council study session, this should be a relatively short presentation on how we got to these requests, and then we'll ask for their adoption of the plan. Please remember that even if the plan is adopted, this does not automatically mean it is funded, so we will have to work through those issues in each budget cycle.
- Tract K wildland mitigation slowed due snow and mud conditions, and is now expected to be completed in April. One small area around the water department's building is all that remains, and once completed, we will provide a tour to Mr. Corliss and any other department director or council member who wishes to visit the site.
- Our community wildfire mitigation plan contractor who drafted the community wildfire protection plan in 2017 has reviewed it and provided a price to update the plan to today's metrics and standards. We are working on issuing a contract for this work so that they can begin the update process. Once updated, we will then work 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 still have this process completed by the end of the year.

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

March came in like a lion and left like a lamb. The weather was so dramatic over the course of the month that it affected many different projects in so many different ways.

The large snowstorm affected several inspections that were scheduled. Snow accumulation on dirt that turned to mud made many sites difficult to access. Scheduled inspections impacted by the snow are being rescheduled.

The moisture that was brought in by the snow was very welcomed, however, we will still need to monitor drought stages in the coming months. More rain and snow is needed to keep fuel moistures up to reduce the chance of wildland fires.

We have concluded our testing for the Fire Plans Examiner position with no one meeting the minimum requirements or providing us the needed experience to move forward.

Key Life Safety Issues –

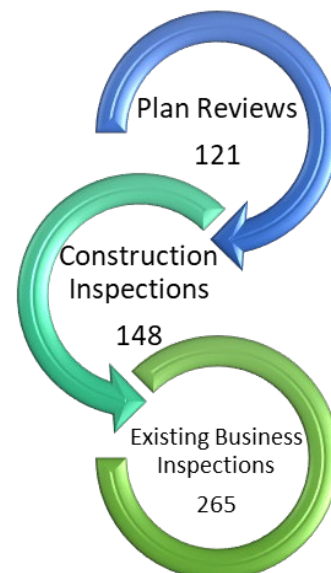
Citizens have been keeping us apprised of businesses that have changed their operations due to a variety of circumstances. Many times, this is due to lack of workers as they cannot seem to find the adequate amount to allow for the full operation and therefore have to adapt their operations to fit this. We try to ensure that when these businesses are changing, they converse with us to let us know the changes they want to make. This is not always the case though. We have had several businesses that needed to change their exiting strategy from the building, which caused some concerns not only with the patrons of that business, but also with us when we visited them. They have been informed of the requirements that have to be met, and we have attempted to closely monitor this.

Fire Prevention Bureau –

Construction continues to push through no matter the weather. We have seen that this has only slowed down momentarily.

During the month of March, there was a total of 208 hours of time strictly devoted to Development Services. This included 121 plans reviewed by two members, and 148 construction inspections that were completed by at least four team members.

Although this is a good portion of our work within the Bureau, it also includes existing business inspections, fire prevention activities, and fire investigation and response.



Existing Business Inspections –

There were a total of just over 131 hours devoted to the 265 inspections. This does not always include the time taken for research of the code violation, especially if this is a high-risk, low frequency occupancy.

There have been 504 businesses inspected since the first of the year. This includes businesses that are just being built (new construction) and existing businesses. Our database does not allow us to separate these out, as we create an occupancy for all businesses that we are aware of. This number represents roughly 22% of our total occupancies in our database at this time.

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, we had a total flight of 13,042 feet in 35 minutes of flight time, with just 7 flights. That averages out to be about 1,863 feet (over a third of a mile) of flight every time the UAV is in the air, which translates into just over 372 feet of travel per flight minute.

Investigations –

This month, the number of responses that this division was involved in was 38. This took just under 43 hours of time to complete these calls. These ranged from response for fire alarms, fire sprinkler issues, to investigation of fires or technical assistance to the crews, business owner/operators, or homeowners.

Public Education –

With COVID restrictions changing and warmer weather, March brought an increase of in-person public education events and interactions with community members as operating guidelines allowed.

Nine events took place during the month of March making contact with 484 citizens. A total of just over 20 hours were spent in conducting the events, classes and more.

Educators worked with CRPD to teach over 80 members of the police department cardiopulmonary resuscitation (CPR) and early defibrillation with an automated external defibrillator (AED). The members in attendance included officers, administrative staff and more. CRFD educators offered 5 classes that CRPD members could come and earn their BLS CPR certification during the month of March.



Teaching CPR to CRPD members is invaluable and is beneficial to everyone involved. Many times, CRPD may be on scene of a cardiac arrest at the onset or prior to CRFD crews receiving the call to

help the victim. When it comes to cardiac arrest, truly every second counts. According to the American Heart Association, immediate CPR and early defibrillation with an AED can more than double a victim's chance of survival. By having CRPD members trained in these valuable skills, we can make the community safer for everyone.

The American Red Cross held a virtual celebration for their annual Rocky Mountain Heroes campaign. CRFD's "Books and Badges" program was recognized publicly as one of the top programs of 2020 in the region during the virtual event! CRFD was recognized for their efforts to engage the community through "Books and Badges: Story Time with Castle Rock Fire and Rescue." Early on during the pandemic, CRFD firefighters read stories that were shared on social media to the delight of the community. From March 2020 to June 2020, the stories reached more than 100,000 people!

Crews participated in Wish Week for DCHS by helping with a drive by parade. Quint 151 led hundreds of cars for a drive by parade to kick off the week of fundraising by DCHS for a local child being sponsored by the Make A Wish Foundation.

Educators also helped coordinate a Car Seat Tech class offered in early March and held at the Public Safety Training Facility. This class allowed for 12 individuals from across the state to receive training and skills experience needed to successfully earn their car seat tech certification by the end of the 3-day course. Instructors from Children's Hospital and South Metro Fire Rescue taught the course and were so appreciative of the coordination, facility usage and more that went into making the training possible.

March saw the continuation of the virtual car seat program as an option for parents/guardians as well as in person car seat checks at stations. More citizens are starting to bring their vehicles to the stations to have car seats checked and inspected in person. When an in person check occurs at a station, car seat technicians are still following protocols to limit the amount of exposure for our team members and the citizens, as well. Crews and administrative staff completed 24 car seat installs this month.

This is our newly added vehicle wrap. We received the funding through a Walmart grant, thank you Walmart for supporting the community! We wanted to get the message out about CPR education and the PulsePoint app.



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

March was focused on a couple of different projects, with the highest profile one being the department-wide SCBA evaluations. We spent time in the early part of the month meeting with each manufacturer to learn more about their packs, and then worked with each crew to do a side-by-side comparison of the packs at the end of the month. Working with Logistics, we'd like to thank all of the crews for your willingness to provide this critical feedback and your time spent evaluating the packs. We'd also like to thank the Research & Development Team members that were our subject matter experts and facilitated the evaluations.

Our new hire job posting (for a new eligibility pool) closed early in the month, and we spent a lot of time sorting through the roughly 500 applicants that put in in to work here. We've been able to send out interview invitations ahead of April's panel interviews, and are looking forward to meeting those candidates in person.

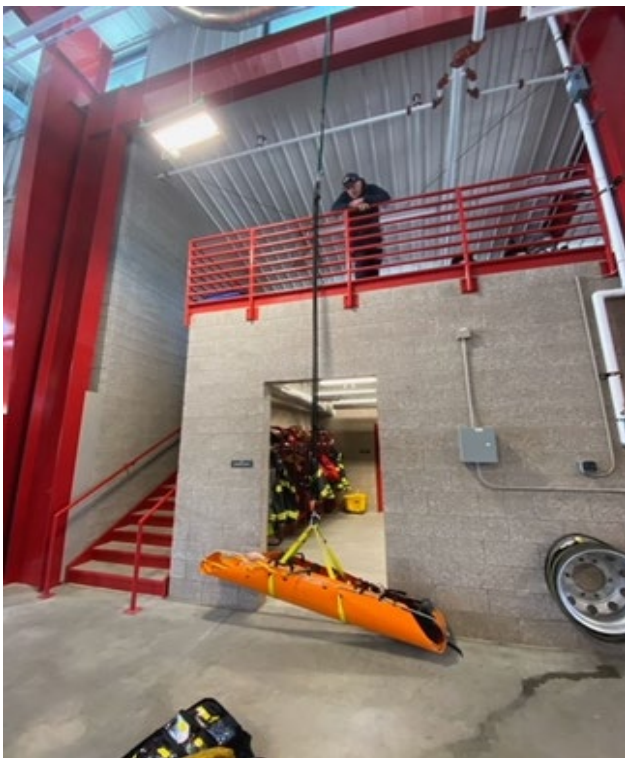
Lt. Moore facilitated the annual EMS skills refresher, and did a great job challenging both EMTs and Paramedics while ensuring that we were refreshing some essential skills. The SimsUShare leads met and mapped out the next series of trainings, and they are working on getting things ready for a summer training. The feedback on the SimsUShare has been good, and we are refining the program to meet the needs of each shift. This month also featured a bulk of the annual wildland refresher training, shelter deployments, and pack test completions.

We were also able to work with our Life Safety Educators and with Safe Kids to host a sold-out Car Seat Technician course – which also allowed Firefighter O'Brien and Firefighter Cappel to obtain the certifications. Construction began on a closet in Capt. Hood's office, and we are still working on several pieces of the FTC update including the new gate and a water runoff solution. A reminder: Target Solutions is rebranding to Vector Solutions...and you'll see that change taking place on their web site.

Project Progress Report

We are currently working on the following projects:

- FTC projects
- PSTF North and South Building projects
- Hosting several classes
- Video production project
- Target Solutions system implementation
- Supporting upcoming department level trainings
- New hire process
- Continued work on social media plan



Crew at 152 doing patient removal training

SCBA evaluations; hazmat style



new Connex at the fire-training tower



Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

March proved to be a month full of activity in the Logistics Division. The largest amount of time was taken by the SCBA replacement project. Working closely with the Training Division, we held multiple vendor meetings. After our initial introduction, we held train-the-trainer events on each SCBA platform for Research & Development (R&D) members. Each vendor brought in product experts to teach us how to operate both the air-packs and the technology that is incorporated into all of them. Some of these included things such as various communications modules to allow our members to communicate in a clear and efficient manner. Other technologies included integrated thermal imager cameras, allowing each member access to this useful tool on their SCBA pack. All in all, the evaluation held over three days was a success, and we received great feedback from crews on the value of their ability to be involved in this purchase process. The next steps will be to compile the data gathered from everyone's evaluation, identify the technologies that our members viewed as important, gather single pack pricing and begin more comprehensive evaluations by the R&D members. If any member has questions about how this process is progressing, they can reach out to Chief Gile.



Logistics and Equipment Support Technician (LEST) Keegan has continued to handle the daily equipment, uniform, gear, tools and PPE movement and delivery. He was also of great help in the movement of equipment and logistics supplies for the three-day SCBA evaluations. Additionally, during the month of March, we received our annual order of duty t-shirts and Mr. Keegan arranged them per size and per member to be delivered. The SCBA mask bags we ordered for the Powered Air Purifying Respirator (PAPR) kits also arrived, and Tad delivered those to each member as well. This completes our PAPR Kit. The fluorescent yellow color was chosen on purpose so that a member's PAPR mask would not be confused with their SCBA mask at any time. Mr. Keegan and I also met with a local screen-printing vendor to begin looking at pricing for our duty wear.

Sr. EVT Jennings continues to handle the daily repairs and maintenance on all of the department's apparatus. During the month of March, he performed preventative maintenance service on Quint 155 and arranged for some warranty work to be done. This included work at the local Pierce dealer for an on-going issue we have identified. After following Pierce's directions to rectify the issue, the need was found for the truck to go to Pierce for some updates they deemed necessary. He also inspected, ordered parts and made repairs to some units after our heavy snow event mid-month. In addition, he continues to work with town shops fleet on repairs and maintenance of our light fleet, and in some cases, make the needed repairs on those in-house. This included an electrical short that was found in Medic 153, which was causing the IV warmer not to work properly. After searching and following wire diagrams, Ben was able to locate the culprit wire and repair.

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

SCBA replacement project
PAPR deployment (complete)
Extractor / Dryer project
New BC spec for 2021
Station 154 sewer project
Station 154 & 155 door raise project

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for Feb. are 2,288. Year to date, 4,053 and the total since we began the program is 101,390. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



bottles

SCBA Evaluation Equipment –
Manufacturers: MSA, Drager, Scott

masks



Completed PAPR Kit

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

March continued to see a reduction in the number and frequency of COVID-specific meetings, and time dedicated to the COVID-19 response and recovery decreased to 15% total hours logged. Most of the meetings are focused on the ongoing vaccination efforts, recovery, "return to normal," and expected changes to public health orders.

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 DRAFT Master Plan was introduced to Town Council in late March as part of a Council Study Session where Chief Croom had the opportunity to educate Council on department operations, challenges, and forecasted needs. The Master Plan is now tentatively scheduled to go before Council on May 4, 2021

For the first time in over a year, the Commission on Fire Accreditation International sent peer teams out for in-person and hybrid site visits. I traveled to Arizona for a site visit and completed my Peer Team Leader Taskbook. While the agency was recommended for accredited status, it also highlighted the importance of a department-wide accreditation effort and succession planning. Currently, our department has one team leader, two peer assessors, and at least three others interested in becoming a peer assessor.

The department's 2020 Annual Report draft is complete and is now in the final review. This document should be finalized and published within a couple of weeks.

Calls for service

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	474		940		287		345	
Urban	336	71%	662	70%	205	71%	435	67%
Rural	91	19%	178	19%	57	20%	117	18%
Interstate	7	1%	22	2%	6	2%	20	3%
NO FMZ	22	5%	4	0%	2	1%	2	0%
Blank	18	4%	74	8%	17	6%	71	11%
Mutual Aid Calls	30	6%	101	11%	22	8%	78	12%
Aid Received	5	1%	21	2%	3	1%	2	0%
Aid Given	25	5%	80	9%	19	7%	76	12%