

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

MAY 2021 Monthly Report

Department News: Below are pictures from a rescue of a hiker that fell. Fortunately, the hiker only had minor injuries.

Gearing up



Hiking to the incident



Assessing the situation

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
May 2021 ...100%

Of the 17 customer survey cards we received in May, 17 were of the highest overall rating of 5. Some of the comments we received read; *"Very professional, kind respectful and communicated what was being done. We are grateful to live in a community with such great professionals! Thank you!"* Another read; *"I have no idea what would have happened without their quick, professional response. Thank you!"*

Call Statistics

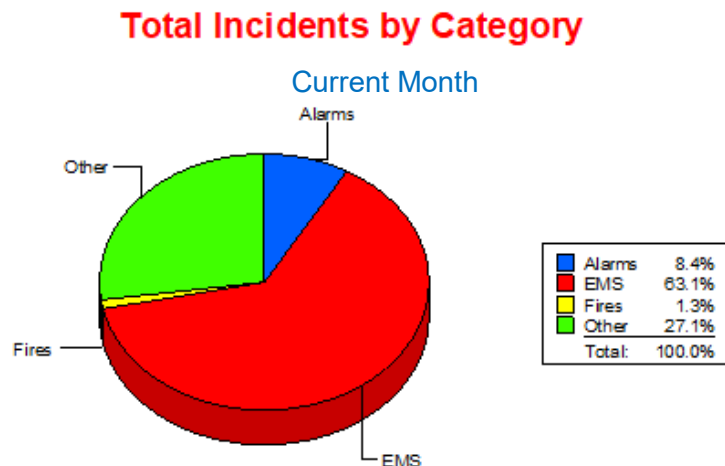
For the month of May, we responded to 515 calls for service. Last year at this time, we responded to 416 calls. This places our year to date calls at 2,323, which is 99 more calls or 9.6% higher than last year. Average calls per day for the month were 15.4.

Of the 515 calls for service in May, 347 of the calls were for EMS. We had 321 patient contacts and transported 248 patients. This time last year, we had 184 transports.

Fire Calls

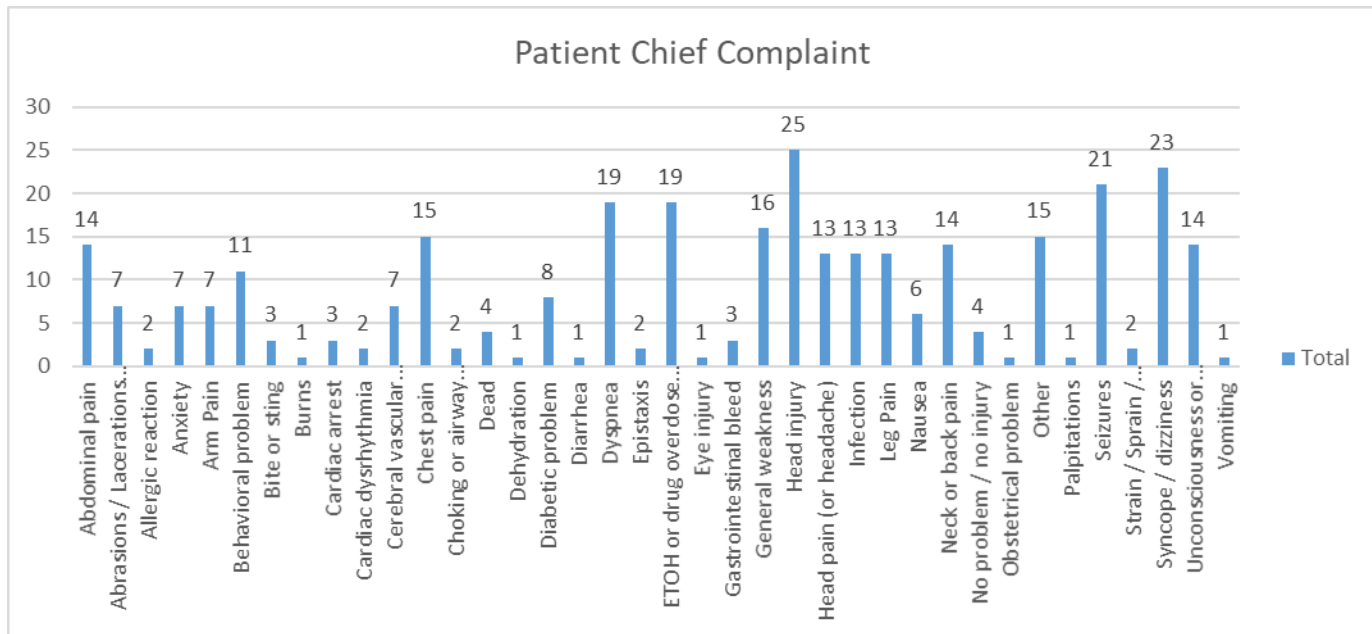
During the month of May, we ran 8 fire calls compared to 9 in May 2020. We had 29 alarm calls, which is 1 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in May were for head injuries with 25 patients. The second most common call type was for syncope/dizziness with 23 patients.



Measurable Outcomes

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

May 2021...100%

April 2021...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts 2 Transported to appropriate facility **100%**

Trauma Alerts 4 Transported to appropriate facility **100%**

Stroke Alerts 4 Transported to appropriate facility **100%**

Sepsis Alerts 4 Transported to appropriate facility **100%**

Correct treatment, destination, and procedures done 100%

Deputy Chief Commentary

As we see progress in the decrease in cases and severity of COVID, I continue to be very appreciative of everyone taking this as seriously as you have and working to ensure we continue to keep everyone healthy at home as well as at work.

State Executive and Public Health Orders continue to be extended and amended. Overall, statistics on incidence and positivity rates continue to decrease consistently. We continue to stay current and comply with orders and guidance at state, regional, and national levels, with issues pertaining to the

pandemic. Changes in orders were released on May 31st. With the newest amendment, there are adjustments on crowd capacities for inside events unless local jurisdictions make them stricter. Masks are still required in specific venues and settings.

Our call volume remains above this time last year. We are currently at 9.6% over last year's call volume.

The Sleep Study and Health Team met and did education with each crew. The team will be meeting with a specialist in this area in June to review and plan our next actions. Lieutenant Osborn continues to work with the Safety Team on highway incidents. They are examining statistics and moving to make recommendations to the Research and Development (R&D) Team and Executive Staff. Companies continue to take part in multi-company trainings.

In conjunction with Dr. Luyten, a new stroke screening process was implemented on May 1st to assist the medics in choosing the appropriate facility to transport patients suspected of having a stroke. These results will be evaluated monthly at our EMS PI Meeting.

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.

In May, members were involved in physical fitness for a total of 332.50 hours. Thanks to all members who continue to work and improve their fitness and level of activity!



Crews responding to a motor vehicle crash

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

May brought additional changes to guidance for the pandemic. Numbers have continued to fall, masking was relaxed, and it appears we may be on the tail end of this challenge. I am hopeful this is the case, and look forward to getting back to some level of normalcy just like everyone else.

We continue to work with the Training Division and Castle Rock Water on the issue of our 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. Runoff sampling was completed last month, and we are awaiting the test results. Once we get these, we will hopefully be able to determine a path forward.

As for the 2021 Legislative session, we have continued to work hard on the ketamine bill that was intended to eliminate, or at least severely restrict, the use of sedatives in the prehospital setting. Working with EMSAC, the Colorado Chapter of NAEMSP, the State Fire Chiefs, CPFF, and others, we were somewhat successful in getting amendments to the bill. It did pass out of the House, and is in the Senate for consideration. We don't believe we will get any more amendments from the Senate, but we'll have to see what the final bill looks like and how it will impact our operations.

Fire Chief Commentary

The 2022 budget process continued in May, and we worked with Finance on our requests. These include not only 2022 requests, but also future requests through 2025 as part of the balanced financial plan. All of the current challenges listed in the Master Plan were included in the 2022 requests as well as some future challenges for planning purposes. We will now move into the evaluation and discussion phase of our budget requests in June, and we will see how this all plays out based on the Town's overall budget.

We have been given final approval by Town Manager Corliss on some additional funding for one-time expenditures, such as upgrading and installing station security cameras at stations 153 and 155 as well as some other smaller items. These will be included in the Town's 2nd Budget Amendment, and we will begin work to get these items purchased and in service. As noted in the Logistics Division report, there are a number of supply chain issues, so we will do our best to acquire these items based on limited availability.

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

- The Master Plan was approved on a unanimous vote by Town Council on May 4th. There were minimal questions about the plan, and I believe this was due to our efforts at educating them in the Council study session. Please remember that even though 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 is pretty much completed. We are still following up on one small area around the Water Department's building to ensure that the project is complete. We will provide a tour to Mr. Corliss and any other department director or council member who wishes to visit the site once the site dries out, and we will use this as a demonstration project as part of our CWPP adoption.
- Our community wildfire mitigation plan contractor who drafted the community wildfire protection plan (CWPP) is still in the process of updating the plan. Once the update is complete, we will then work with other involved town departments and Town Manager Corliss to get the CWPP 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.

CRPD brought in a demo of a driving simulator that was intended to be placed at the PSTF South building. This particular simulator could be interchanged and configured as a patrol car, SUV, or fire apparatus (Pierce specific). We had agreed to participate with PD on this simulator, but after putting numerous officers through the demo, they decided not to move forward with the purchase. There were concerns about the "video game" style of the sim, and a number of officers reported getting motion sickness while driving in the sim. So, at this time, this project is not moving forward.

As we move into summer, we can expect drying conditions of our fuels that have grown significantly with all of the moisture received in the spring. Our Hands On Training (H.O.T.) wildland events at Acme are certainly timely, and I would encourage everyone to re-check their wildland PPE and gear to make sure you are ready to go. It could be a long season.

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

May was again a very busy time for the Life Safety Division. During the month of May, Chief Dimock was out of the office, and one FPO was on vacation while another Division member was out as well. The goal of the Division in April and May has been to catch up on the overdue existing occupancy inspections while maintaining the required construction plan review and inspection demands that face the Division. Specific fire inspection data will be addressed later in this report.

As noted in April, Chief Croom approved the internal posting for an FPO instead of the Fire Plans Examiner position. We concluded our preliminary testing for the Fire Prevention Officer position with one candidate meeting the minimum requirements. The next phase of testing is an oral panel interview, however, we are awaiting the return of Chief Dimock so he can participate in the process.

Life Safety Education efforts have also noted impacts with the warmer weather, reduced COVID restrictions, and more daylight. These impacts have been a welcomed theme for CRFD and public education during the month of May. In addition, the reduction of restrictions and warmer weather has created an increase of Special Event plan reviews and inspections. The specifics of the Life Safety Education efforts are noted later in this report.

In May, the Division worked with the Encore construction team to accomplish the transition of the Phase 2 parking garage use, allowing over 300 vehicles to access and use the parking garage 24-hours a day. Much of this was needed to park Town vehicles and employees for the return to working in Town Hall, which was scheduled to occur on June 1, 2021.

Key Life Safety Issues –

With the change in the COVID restrictions in Douglas County, we have seen the return to normal business activity within many locations in Castle Rock. Citizens continue to keep us apprised of their concerns as businesses change their operations due to variety of circumstances. Their concerns continue to be evaluated by the Life Safety Division staff and corrections made as determined necessary.

It is important to note that the major goals and objectives of the Life Safety Division is to complete public education; plan reviews of concept plans, buildings, and fire protection systems; to inspect existing occupancies for Code compliance; and ensure the safety of the occupants, workers, and responders who may need to respond to an emergency at the site. In addition, the Division is involved in response and investigation assists to the Operations Division when requested, and provide many other services to the Town and community.

- During the month of May, the Life Safety Division completed 617 calls for service that are described below. It is important to note that this is not a complete listing of all the items completed by the Division.

Fire Prevention Bureau –

Construction activity continues to push forward and the following were noted in May:

- 170 plan reviews, consisting of 157.75 hours were completed by ONE (1) staff member.
- A total of 27 Development related meetings occurred during the month.

Inspection activity (new construction and existing occupancy) inspections continued with an increase over the past month as noted below:

- 315 inspections, consisting of 211.05 hours, were completed by five (5) staff members.

Overall, the members of the Life Safety Division logged:

- 1,001.59 total hours of Life Safety Division activity.

Existing Business Inspections –

Maintaining fire and life safety at the existing businesses within the Castle Rock Fire service area is an important function of the Life Safety Division. In May, the Division, through many of the inspections noted above, touched a total of 165 occupancies with fire and life safety guidance.

Unmanned Aerial Vehicles (UAV) –

In May, the four (4) Federal Aviation Administration (FAA) Licensed Pilots continued to utilize the UAVs to enhance response, training, and inspection operations with a total of:

- 67 Flight missions, consisting of 219,457 flight feet, with over 297 minutes of air time.

During the Month of May, the Division provided UAV Program Demonstrations for the Leadership Douglas County (LDC) Class of 2021. In addition, several areas of wildland interface were documented for the Town plan.

Responses/Investigations –

During May, the Life Safety Division was involved in the following response related activity:

- 11 response assists to the Operations Division responders consisting of 13.75 hours.
- 13 investigation assists consisting of 12.75 hours of investigation time.

Public Education –

A total of 14 events took place during the month of May making contact with 2,119 citizens. A total of 28.5 hours were utilized in conducting the events, station tours, CPR classes and more. However, this does not include the hours of time that were used to coordinate, prepare and complete follow up items after the events and classes took place.

May Highlights for CRFD Public Education and Events:

- Castle View High School 2021 Graduation Parade through the Meadows
- CPR BLS renewals with Castle Rock Police Department Dispatchers
- Scavenge the Rock participant
- CRFD hosted Leadership Douglas County
- Virtual classroom presentations with area schools
- Station tours

PulsePoint app subscribers surpassed 6,000 during the month of May! In an effort to spread the word about the PulsePoint app and CPR education, the public educator's vehicle was seen all over Castle Rock this month. A public educator drove this vehicle in the Castle View High School Class of 2021 graduation parade with another CRFD apparatus through the Meadows neighborhood. The vehicle was visible to community members at the MAC on 10 different days during the month as well. CRFD's Pulse Point App subscription increased by over 190 subscribers by the end of the month. Download the PulsePoint app today!

CRFD's antique fire engine was a featured clue during May's "Scavenge the Rock" contest. Community members completed clues for a scavenger hunt around Town for a chance to win prizes from local businesses. The contest was designed by the Castle Rock Historical Society to encourage people to get out and discover the stories that helped shape Castle Rock. Station 151 saw increased foot traffic during the month as participants stopped by to learn about the antique and get the answer to the corresponding clue.

With summer just around the corner, public educators saw a continued increase in scheduling requests for upcoming public education opportunities and community events. Crews and public educators also noted an increase of walk in tours from community members that were more informal in nature. Community interaction remained within CRFD protocols to keep community members and crews safe. Crews and administrative staff assisted with the completion of 19 car seat checks/installs during the month of May. In person car seat checks at stations represented the majority of car seat checks this month. Parents/guardians still have the option to receive car seat assistance through our virtual car seat program with CRFD.



Level 4 Encore parking area cleaned and code compliant for use

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

The Acme Brick acquired structure training is up and running at full speed, and we've seen really great training opportunities come to fruition throughout the month. This past month saw department-wide trainings including a search/locate drill, a victim removal drill, and wildland hands-on. In addition to those, several individual companies have gone out and trained on aerial and ground ladders, search, Rapid Intervention Training (RIT), and hose stretches. If you or your crew are interested in heading there, please contact one of the Acme crew and they'll help you get set-up for a training. Additionally, we met with some of the ownership for the property and determined the next steps in our abilities to do some destructive trainings...stay tuned!

Also at the Acme site (and FTC) in May, we co-hosted an 11-Day Technical Rescue School with South Metro. The course was split into five and six day sessions, and covered confined space, rope rescue, structure collapse, and trench rescue. Members of CRFD's and SMFR's tech rescue program worked together to develop and deliver the training for about 15 students, including four from our department. Congratulations to the members that have completed the course, and a massive thank you to all of the instructors for the work in organizing and teaching the program!

May featured the latest installment of the 20s Drills, where we focused on new training props at the FTC as well as Vent, Enter, Search (VES). During the training, we were able to review the new forcible entry front door, the smoke distribution system, as well as the new VES window prop. We're excited that these are now available for training and appreciate everyone's great attitudes during the VES scenario.

Congratulations to FF/EMT Kenney for graduating the WMFR academy on May 7! Josh has completed IV and car seat, and is half way through his post-academy training. He should be hitting the line around June 6. The new hire process took a couple twists and turns during May, notably the need to bring on a third new member. We were able to use our established pool and have made a conditional offer to an additional firefighter/paramedic. Pending his successful completion of the rest of the hiring process, we're looking into using the Acme crew to help put on a lateral academy to get him online sooner than later. The other two new members have also received their conditional offers and are finishing up the hiring process in the first part of June, with an academy start date of August 3rd.

This month also featured an EMS training on de-escalation skills by FF/Paramedic Winters, the B-shift refresher on rigging for swiftwater rescue by Todd Lewis, and the start of the latest round of SimsUShare scenarios. We'd like to thank each of those members for their time to put on those important trainings.

Captain Hood and Lt. Horn continue to work on getting certifications moved over to the Vector Solutions platform, and have been able to get the Station 151 crews up and running as beta users.

As we move quickly towards a mid-July implementation, we have also begun the process of moving the department calendar to the Outlook platform. In order to accomplish this, a mandatory Command Staff meeting has been set for July 13 so we can review how these new programs will work.

FTC Update: as we continue to work through the process to ensure that we are compliant with all water runoff requirements, we held several live-fire evolutions on May 19 to allow the Plum Creek Water Reclamation Authority the opportunity to sample water runoff from the property. They were able to test 1) hydrant water runoff, 2) runoff from an interior live-fire evolution, and 3) runoff from a car fire evolution. We anticipate the test results to come back before the end of June; and those results can dictate what happens next with the property. We appreciate the Acme crew and the C-shift crews that were able to help with the live-fire afternoon.

In May, crews trained more than 2228 hours on a wide range of topics to stay operationally prepared including VES, water rescue, wildland progressive packs, rope rescue, extrication, MCI, firefighter safety, stroke protocols, CPR, search and rescue, SCBA review, district familiarization, physical fitness, and much more.

Project Progress Report

We are currently working on the following projects:

- FTC projects
- PSTF North and South Building projects
- ACME Brick site
- Vector Solutions system implementation
- Supporting upcoming department level trainings
- New hire process
- Hosting several classes



11-Day Tech Rescue School



Leadership Douglas County Fire Day



Q151 aerial ladder drills at Acme



Car fire for water sampling



Evaluating the driving simulator



Water rescue throw-bag practice



20s Drills: VES with new prop



20s Drills: VES with new prop

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

May continued to be a month full of activity in the Logistics Division. Work continued by R&D (Research and Development) members and specific crews on the Self Contained Breathing Apparatus (SCBA) evaluations. Look for a survey with specific questions to come out to all members. This will be one of the last steps to secure information on wants, wishes and preferences in regards to new SCBA's for CRFD. The goal has been to have a SCBA specification built and a recommendation to Chiefs Croom and Martin by the end of June. Many thanks to those involved on the R&D Team, as well as the various crews that have assisted in running evaluations. A tremendous amount of time and energy has been put into this project. We received kudos from manufacturers and surrounding departments on the process we have created and while not perfect, I feel like we have done our due diligence.

In other news, the gear extractors were installed at Stations 153, 154 and 155 this month. Next, the gear wash and sanitizer dispensing systems will be installed and the extractors programmed. Thank you for your patience with this project, it took longer than we anticipated and was a cumulative effort of Logistics, Facilities and the vendor Clean Designs.

Engineering plans have been received for the door raise project at Stations 154 and 155. We will be meeting with contractors to gather the needed bids for the project. We will keep crews advised as this project moves to beginning soon. Additionally, work is continuing on the sand interceptor at Station 154. We have been working through issues with this since the sewer line was replaced last winter. It has become complicated involving multiple entities including the Town and Plum Creek Wastewater. We are currently waiting on some electrical engineering drawings to get some solid cost numbers.

Members may or may not be aware of the supply chain problems that have been affecting everything from medications to PPE to building materials to recliners and on and on. The pandemic caused many immediate problems and challenges as we all know. Now we are dealing with the aftermath of those challenges. This has made vehicle ordering, station furniture, appliances and such difficult to order and find. Fortunately, we were able to order staff vehicles and chassis in October of last year. This allowed us to receive staff vehicles and for our chassis to be delivered to the manufacturers. This has kept us on track for 3 staff vehicles, 1 Medic Unit and 2 Brush Trucks in 2021. With that said, we ask for your patience as items are requested.

Logistics and Equipment Support (LEST) Keegan has been working on ordering gear, uniforms and equipment for new hires. He has also distributed the 2021 Bunker Gear replacement to those members getting new gear this year. Please check and try on your new gear as soon as you receive it. We have had some proper fit issues from our vendor and in order to get them to take care of it,



time is of the essence. Additionally, we have discussed with Chief Croom modifications that the department will pay for on bunker gear. There will be a term of limitations to this though. Our current replacement schedule rotates through about a third of the members each year, which equates to each member getting a new set of gear every three years. If there are needed repairs to keep the gear NFPA compliant, that will always be taken care of, at any time.

Sr. Emergency Vehicle Technician (SEVT) Jennings continues to keep the fire heavy fleet running on a day-to-day basis in addition to handling many items on our light fleet as well as coordinating with Town Fleet Shop. Now that we are getting into nicer weather, we will be performing annual pump testing of our apparatus. The Draft Commander has been set up at the back of Station 152 parking lot where it will remain as we work through our fleet. SEVT Jennings is also working through some electrical issues on Unit 141. He has been working on it as time and other units allow. We will advise when 141 is back up to full operational status.

Division Project Report

PSTF South building projects
Prepare Unit 237 for sale (Lake George)
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
Assist Palmer Lake Fire with apparatus issue

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for April are 1,882. Year to date, 8,092 and the total since we began the program is 105,429. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



SCBA Comms Evaluation

Prepping Engine for sale



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

May continued to see a reduction in the number and frequency of COVID-specific meetings, and time dedicated to the COVID-19 response and recovery was roughly 10% 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 Master Plan was unanimously approved by Town Council with just a couple of questions. It is important to remember that even with the approval of the plan, it is not authorizing the expenditure of funds to implement the recommendations. Thanks to all that participated in the research and development of this document.

The 2016 Risk Assessment is under review and update. There has been a lot of development since the last version, and we are looking to ensure all commercial buildings have current and valid risk profiles in Emergency Reporting. We are also looking at several socio-economic factors in each station and planning zone. This requires a lot of partnership with DoIT, specifically the GIS division.

The 2019 Standards of Cover (SOC) is also being updated to reflect 2020 call volumes and statistics, and will be presented to Council for adoption, hopefully, in early July. Along with the SOC update, the 2020-2024 Strategic Plan is being updated to reflect progress on each of the strategic goals. These documents are critical parts in the submission of the required Annual Compliance Report due to the Commission on Fire Accreditation International (CFAI) no later than July 15th. If you are interested in participating in assisting with any of these efforts, please contact me.

The department will host an in-person, three-day Quality Improvement through Accreditation course scheduled for August 3rd – 5th. If you have any interest in attending, please see me so we can talk about your goals. The more members we have that know, understand and are active in the accreditation process, the better we will become (administratively and operationally).

Lastly, we have been monitoring our call processing times for a while. With the cooperation of dispatch, we were able to identify a CAD reporting issue. This reporting issue has been inaccurately reporting the call processing time. We have been assured that the CAD vendor has been made aware of the issue, but it will not get fixed until the next software update, at the earliest. In the meantime, a work-around has been developed to manually export the correct CAD data and import the data into StatsFD to ensure accurate reporting. Dispatch is expecting the next update, to include a patch for the call processing time, to be released next month for testing. If all goes well, they anticipate an August or September implementation.