

Castle Rock Fire and Rescue Department



Commission on
Fire Accreditation
International

An Internationally Accredited Fire Rescue Agency 2017-2022

June 2021 Monthly Report

Department News: Below are pictures from our Public Educators: teaching the Town of Castle Rock employees "Stop the Bleed" and CPR, participating in the Senior Expo, and teaching the Explorers CPR. The last picture is a group of children on a station tour.



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
June 2021 ...95.7%

Of the 47 customer survey cards we received in June, 45 were of the highest overall rating of 5, and two were a rating of 4. Some of the comments we received read; *"Ambulance crew was great. Their knowledge and professionalism were excellent. Feel the same way about the crew that responded on another night."* Another read; *"You are top notch group! You took time to try to get my van moved/started after broke down. Went extra mile and did more than medical service. Could tell you cared about me personally. Great experience!"* Another read; *Kevin was so supportive & reassuring. The wonderful man that stayed & took care of my dog Molly. They were all superb! Thank you all so much! I was having a CVA when they transported – They helped save my life! Thank you"*

Call Statistics

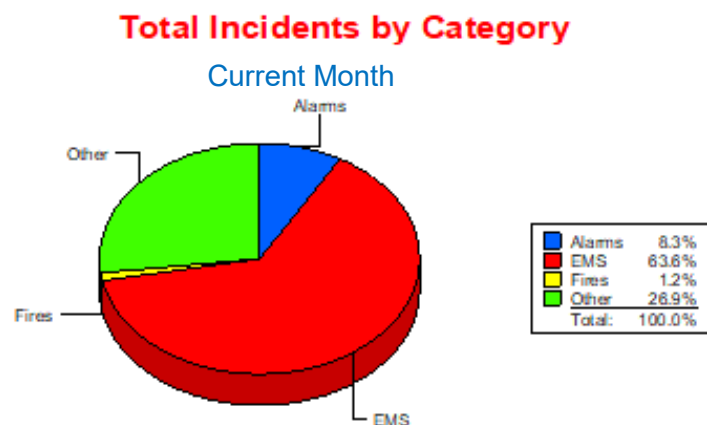
For the month of June, we responded to 515 calls for service. Last year at this time, we responded to 429 calls. This places our year to date calls at 2,813, which is 282 more calls or 10.1% higher than last year. Average calls per day for the month were 15.5.

Of the 515 calls for service in June, 323 of the calls were for EMS. We had 288 patient contacts and transported 231 patients. This time last year, we had 183 transports.

Fire Calls

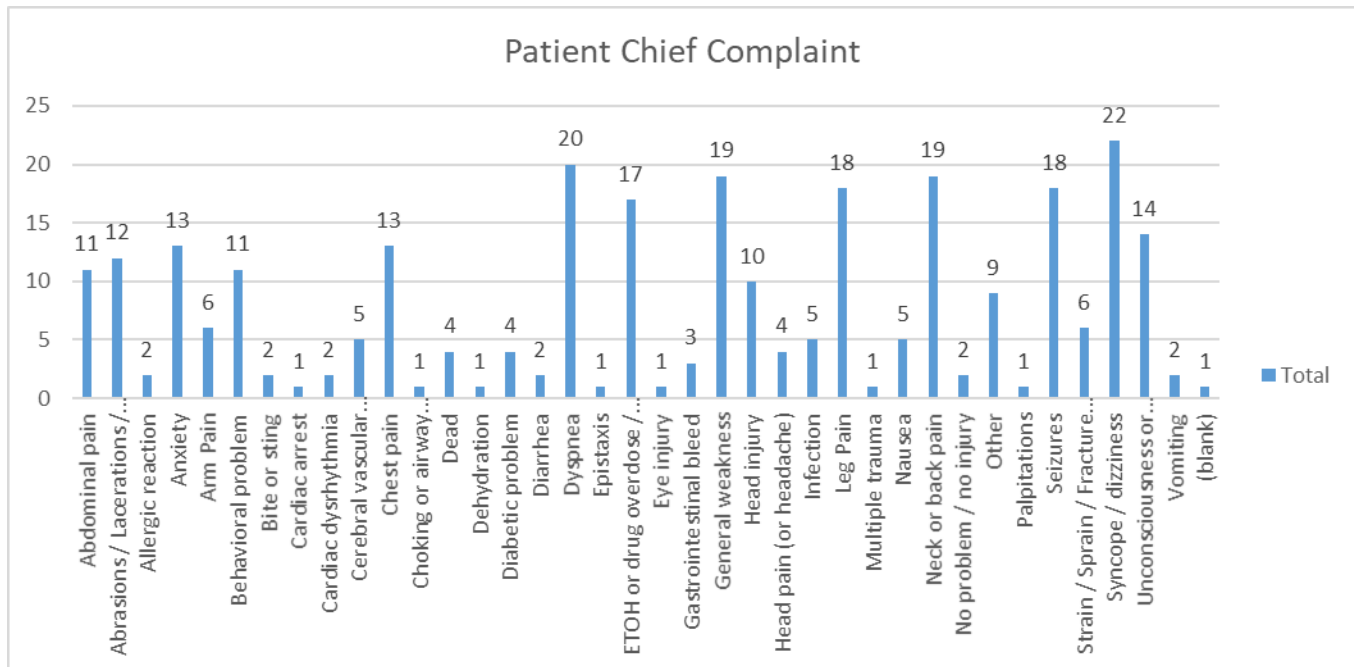
During the month of June, we ran 4 fire calls compared to 11 in June 2020. We had 38 alarm calls, which is the same as last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in June were for syncope/dizziness with 22 patients. The second most common call type was for dyspnea (difficulty breathing) with 20 patients.



Measurable Outcomes

CRFD Paramedic on scene of all EMS calls 100% of the time
May 2021...100% June 2021...99.8%

Monthly alerts called by crews and follow-up

Cardiac Alerts	0	Transported to appropriate facility	N/A
Trauma Alerts	2	Transported to appropriate facility	100%
Stroke Alerts	3	Transported to appropriate facility	100%
Sepsis Alerts	5	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Deputy Chief Commentary

We continue to see our call volume increase over last year and are in close comparison to our call volume at this time in 2019. We are currently at 10.1% over last year's call volume.

State Executive and Public Health Orders pertaining to the pandemic continue to be 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.

The Sleep Study Team met with a specialist in June to review and plan our next action. We will be setting up classes for members to attend off duty.

Lieutenant Osborn continues to work with the Safety Team on highway incidents and any adjustments we may need to consider. They are examining data and moving to make recommendations to the R&D Team, and Executive Staff.

Our new stroke screening process is working well to this point. These results will continue to 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.

Lieutenant Matt Rettmer resigned to take a position with another metro department. We wish him the best in his new department and thank him for his 23 years of dedicated service to our department and the citizens we serve!

In June, members were involved in physical fitness for a total of 238.50 hours. These numbers are significantly less than in previous months. We believe that this can be attributed to members taking time off through the summer months for vacations and such. Thanks to all members who continue to work and improve their fitness and level of activity.

Motor vehicle crash



Administration Division:

Fire Chief Norris Croom

Key Admin Issues

June saw additional changes to guidance for the pandemic with the elimination of almost all restrictions. We have continued to monitor the data for Douglas County, and the positivity rate is around 2% while incidence rates are approx. 25 per 100K. All good numbers and it's continuing to improve, however, we are closely watching for any increases with the arrival of the Delta variant. Keep up the great work, and don't forget to continue to practice good hygiene (personal and in the stations/apparatus) and mask when appropriate on calls as per current guidance.

As 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, our sampling numbers from last month indicated levels of PFAS that were not acceptable to the Plum Creek Water Reclamation Authority. As such, we are continuing to work with them as well as Castle Rock Water to determine a path forward. More to follow...

I want to congratulate everyone again who received awards or were promoted at June's Promotion and Awards Ceremony! As I stated at the ceremony, I felt it was important to recognize our members and not put it off any longer. Hopefully, we'll be back on track with our normal awards ceremony next January.

On June 15th, Council held a study session to discuss potential funding options for public safety, parks, recreation, and open space. After a detailed presentation with a number of options, it appears that Council will be looking at four ballot issues this November since all tax increases have to be approved by the voters. The proposals, which should be voted on at the July 6th meeting include:

- New Home Construction Tax of \$7 per square foot for public safety
- Lodging Tax of 6% for parks and recreation
- A 0.1% sales tax increase to fund the purchase and maintenance of trails and open space
- A 10 Year TABOR timeout, which doesn't raise taxes, but allows the Town to retain any excess revenue beyond what TABOR allows

Each one will be its own ballot question with the chance of passing or failing, so obviously, the new home construction tax is key for us. If this specific measure passes, it will allow us to move forward with everything outlined in the Master Plan. If not, then we have two back-up budgets that we will have to look at that are pared down requests to fit within budget.

With the exception of the sales tax, the intent is that none of these measures directly impact existing residents unless they build a new home or stay in a local motel.

More information will be coming out on this from the Town, and we will keep everyone informed. Once Council approves the measures on first reading, we have a limited amount of time to ADVOCATE for these measures. After second reading by Council, we can no longer use taxpayer funds to advocate for the measures, and we will only be allowed to EDUCATE on the facts. Again,

we will provide clear guidance on this so that we are following the proper legal processes and procedures. Regardless, I strongly encourage everyone to understand what the measures are, and then educate (and advocate when allowed) your friends, families, and neighbors on why they should vote to approve them. This is OUR future going forward, and I want us to be able to see our master plan through to the end.

One other item that Town Manager Corliss mentioned in the study session was a performance step plan for public safety. While I can't go into detail on this plan as it has not been finalized, it is being factored into the 2022 budget pending final approval and adoption. Retention of our members has been a significant concern of mine, and we finally had the opportunity to potentially address part of this issue through proposed compensation changes. Chief Cauley and I continue to work with HR, Finance, and the Town Manager to refine this plan, and please trust me when I say that I believe a majority of our members will be happy with the end result. Again, another reason to support the ballot measures.

Fire Chief Commentary

The 2022 budget process continued in June, and we completed our review with Finance and the Town Manager. Our requests include not only 2022 requests, but also future requests through 2026 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. Nothing was removed or deleted at this time as we are hopeful we will be successful with our ballot initiatives in November (see above) to be able to secure funding for all of our requests. If these do not pass, then we'll have to adjust our budget requests accordingly in November for approval by Council in December.

Once Budget Amendment 2 is approved by Council in July, we will begin moving forward with one-time expenditures, such as upgrading and installing station security cameras at stations 153 and 155 as well as some other smaller items. As previously 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:

- Tract K wildland mitigation is pretty much completed. The contractor is addressing one small area around the Water Department's building to ensure that the project is complete. We will provide a tour to Town Manager Corliss and any other department director or council member who wishes to visit the site once complete, and we will use this as a demonstration project as part of our CWPP adoption.
- If you go out to visit the site on your own, please know that there is A LOT of poison ivy in full bloom, so remember the "Leaves of three, let it be" rule.



- Our community wildfire mitigation plan contractor who drafted the community wildfire protection plan is still in the process of updating the plan. There have been a number of changes since the original draft in 2017, to include new construction, so there is some pretty substantial work the needs to be done. 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.
- At the direction of the Town Manager some preliminary work is being started for Station 156 as it relates to the physical site and location. The site will be southwest of the intersection of Castle Oaks Drive and Rocky View Road on land that has been dedicated to the Town by the developer. We want to ensure that the site is acceptable from a construction standpoint, and if not, then we will have to find another location.

Thank you to Division Chief Bersagel-Briese for his excellent email on Engineer Jeff Dunn! Hard to believe it's been 15 years, and we certainly miss him.

We're halfway through 2021, and things are moving along well. We have a lot going on, and we're running a lot of calls. Keep up the great work and never hesitate to ask questions if you have them.

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

June, in the Life Safety Division, continued to be a very busy time. During the month of June, Chief Dimock returned to the office on restricted duty and then was out on a pre-scheduled vacation. Final planning was completed for the annual Fireworks 4th of July Display, firework sales tent setup and inspections, and a number of special event inspections.

The continued goal of the Division in June has been to work on completing the overdue existing occupancy inspections, while maintaining the ever increasing required construction plan review and inspection demands that face the Division. Specific fire inspection data will be addressed later in this report.

- 104 occupancy inspections remain to be completed, of the 322 identified occupancies that were overdue from previous years.

As noted in May, Chief Croom approved the internal posting for an FPO instead of the Fire Plans Examiner position. This position closed on June 30th, and we will begin the assessment process in July.

Key Life Safety Issues –

Citizens continue to keep us apprised of their concerns involving fire and life safety concerns throughout the community. Each time the concerns are received, they are evaluated by the Life Safety Division staff and corrections made as determined necessary. During the month of June, the Division worked on two major citizen concerns:

- A significant hazard at a single family dwelling where the interior and structural conditions of the home were posing a significant hazard to the occupants as well as responders who may need to respond to the home.
- A significant hazard at a multi-family complex where the access/egress stairs and patios were weather damaged and in some cases structurally unsafe, which posed a safety risk to the occupants and responders.

It should be noted that both of these projects continue to be followed by the Division.

During the month of June, the following time was focused on the following citizen concerns/complaints:

- 18 such concerns/complaints were received, resulting in 10.25 hours spent on follow up on resolving the concerns.

It is important to note that the major goal and objective of the Life Safety Division is to complete the following: public education, plan reviews of concept plans, buildings, and fire protection systems, and

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 June, the Life Safety Division completed 657 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.

The photos below are examples of just some of the fire and life safety code issues the Division handled in June:



Stairs at a multi-family complex that need repairs to ensure safety.



Storage in one portion of a residential home, from floor to ceiling, creating extensive fuel loads and lack of firefighter access to the home.

Fire Prevention Bureau –

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

- 165 plan reviews, consisting of 217.75 hours were completed by 1.5 staff members.
- A total of 28 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:

- 412 inspections, consisting of 261.5 hours, were completed by five (5) staff members.

Overall, the members of the Life Safety Division logged 1,222.72 total hours of activity during the month.

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 June, the Division, through many of the inspections noted above, touched a total of 223 occupancies with fire and life safety guidance.

Unmanned Aerial Vehicles (UAV) –

In June, the five (5) Federal Aviation Administration (FAA) Licensed Pilots continued to utilize the UAVs to enhance response, training, and inspection operations with a total of:

- 20 flight missions, consisting of 47,950 flight feet, with over 132 minutes of flight time.

Responses/Investigations –

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

- 21 response assists to the Operations Division responders consisting of 19.45 hours.
- 18 investigation assists consisting of 33.5 hours of investigation time.

Public Education –

A total of 18 events took place during the month of June making contact with 1,514 citizens. A total of 24 hours were utilized in conducting the events, station tours, CPR classes, attending community events 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.

June Highlights for CRFD Public Education and Events:

- Fox31 Denver live news segment interview for CPR Awareness Week and Hands Only CPR demonstration
 - o Watch the interview [here!](#)
- Hosted a Stop the Bleed and Hands Only CPR training for Town Employees
 - o Course focused on developing skills in bleeding control, hands only CPR, and allowed participants to gain confidence to offer these life-saving interventions
- BLS CPR class for the CRFD Explorer Post 107
- PulsePoint Education and Awareness at Music in the Meadows kick off concert for 2021 summer series
- Girls Persist Camp presenters
 - o Girls Persist camp is a weeklong camp offered to 12-13-year-old girls in Castle Rock.
 - o CRFD spent part of a day with campers talking about women in the fire service and gave campers an opportunity to interact with crew members, ask questions and experience aspects of a career in the fire service
- Douglas County Senior Expo Event in partnership with Castle Rock Senior Center
- Station tours

PulsePoint app subscribers continued to climb during the month of June! 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 took the vehicle to a Music in the Meadows event in June. The app and its benefits to community members was also highlighted by the emcee during the concert. The vehicle was visible to community members at the MAC, DC Fairgrounds, in front of Station 151 and more on 11 different days during the month as well. CRFD's Pulse Point App subscription increased by over 147 subscribers by the end of the month. The vehicle received a dynamic QR code on the back of the vehicle. This will allow CRFD to better track downloads of the app while the vehicle continues to be visible in the community in coming months. Download the [PulsePoint](#) app and follow Castle Rock Fire and Rescue today!

Crews and administrative staff assisted with the completion of 24 car seat checks during the month of May. These car seat checks were comprised of 21 rear-facing seats and 3 forward facing seats. 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. Whether in person or virtually, car seat checks provide an essential opportunity to educate parents/guardians in how to install and properly use these life-saving seats for their children.



Girls Persist Program



Educating children

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

At the Acme site, department-wide, shift-wide, and company-level drills have been in full gear all month. Early in the month, the Acme crew was able to host a GPS familiarization exercise...that featured a very unique scavenger hunt that made the training a lot of fun. We also did wildland hands-on evolutions, a wilderness-based medical drill, and a rapid intervention scenario. At the shift level, B-shift did VES drills, and A-shift worked on air bag lifting skills. Companies headed to the site to drill on vertical ventilation, rope rescue, and forcible entry.

The Acme site was also used extensively during the annual Explorer academy featuring extrication, search, and defensive fire opportunities. Lastly, the site was able to host a training for FEMA USAR dogs, with teams from Oklahoma, Kansas, Texas, and Colorado participating.

We hosted several events this month, including the quarterly Colorado Fire Training Officer's Association meeting, and a grant funded 80-hr Hazmat Tech course. The course featured students and instructors from all over the region and included a lot of hands-on time. Congratulations to FF/EMT Cappel and FF/Paramedic Crewse for completing the class! Speaking of hazmat, FF/Paramedic Travis led up the final part of our 2021 hazmat training where we were able to get everyone through the updated state JPRs. Thanks to Kevin for doing that training and for the assistance with the logistics for the tech class.

The move to Vector Solutions is imminent, and we've been attempting to get everything in place to try to make it as seamless as possible. Captain Hood and Lt. Horn have finished moving everyone's certifications (credentials) into the system, and we are building some how-to videos to explain the 'whys' and 'hows' to Vector Solutions.

FTC Update: We received the results on the PFAS testing (there is some at the FTC), and are still working through their impact and how we move forward. This isn't the best news and we might need to do some additional testing. We have begun researching how other agencies across the country are dealing with this and hope to discover a direction soon.

In June, crews trained more than 1690 hours on a wide range of topics to stay operationally prepared including EMS roles and responsibilities, RIT, EMS environmental considerations, vertical ventilation, search and rescue, driver operator, patient assessment, structure collapse, radio communications, district familiarization, physical fitness, and much more.

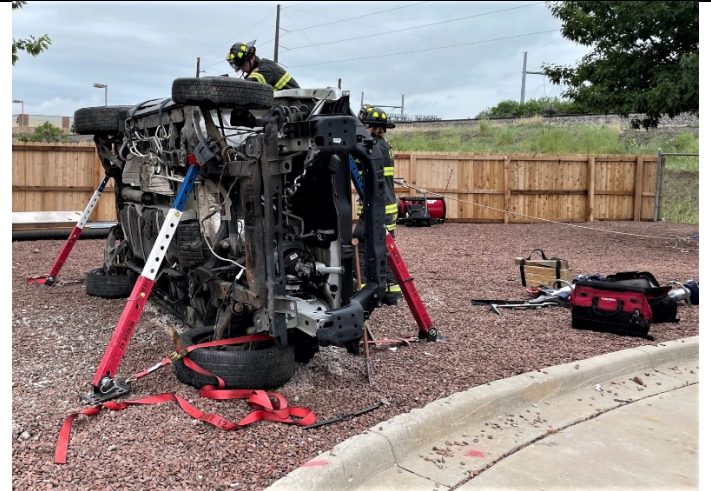
Project Progress Report

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



Wildland hands-on



Practicing extrication and stabilization



Search drills



Hazmat refresher training

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

June was filled with activity in the Logistics Division. There continued to be much time and energy spent on the SCBA replacement project. I would like to thank the members of the R&D Team for all of their effort over the last two years. In addition to multiple meetings held by the R&D Team this month, Logistic and Equipment Support Technician (LEST) Keegan and I arranged for members to be fit tested into the 3M Scott C-5 RDI mask, as one last evaluation. MES and Sure Sales came down and assisted us a day for each shift so we could get as many members fit tested as possible. A report of findings behind the recommendation made to Chief Croom and Chief Martin will be compiled and made available to all members. We will also make a secondary report available to anyone outside of our organization should they request it. As mentioned, this has been a long process, but we feel that it has been very thorough and would also like to thank all members who participated and evaluated SCBA's throughout this process. The next steps will be to get formal quotes in order to put a complete order together.



Additionally, I assisted Engine 154 C-Shift and Engineer Patik with nozzle and hose line flow testing. We achieved this with the Draft Commander nozzle testing flowmeters and appliances. The information gathered has been given to the Engineer Training Leads and the Training Division. We also had all of the diesel fuel vaults and generator fuel tanks cleaned in the month of June. We started this a couple of years ago after pulling samples of fuel out of the vaults and finding them to be very dirty. The goal is to do this once a year in order to prevent fuel problems in the future. LEST Keegan continued his work in support of department operations. He has been gathering the needed equipment and PPE for three new members, so that they have all of the required gear to begin their academy. Also, in addition to the time spent with R&D fit testing, he performed additional fit testing on some members due to questions that were raised during the 3M Scott testing. We wanted to make every effort to ensure that our members were both safe and compliant with department SOG's and NFPA/NIOSH standards. LEST Keegan continues to care for the day to day supplies and logistics needs of the department.

Sr. Emergency Vehicle Technician (EVT) Jennings was also busy as usual taking care of the needed repairs and maintenance of all of our heavy apparatus, and some of our light apparatus. Additionally, he and Lt. Richardson have been continuing to work on the Boise Mobile Type VI order. As you have no doubt been aware, there are supply issues with everything we deal with, this includes parts for apparatus and specifically, more and more difficult to acquire KME parts. Ben has continued to do an outstanding job juggling trucks in and out of shop, meeting crews at trainings, in station and even performing services outside in the summer heat to keep our apparatus going. As needed, I jump in from time to time for assistance and pump testing to help Ben out. I would also like to give Lt. Rafferty recognition for the work he has been doing on our Ferno equipment. You may recall Lt. Rafferty and I traveled to Ferno for certification as repair technicians. Since then, he has been

handling all of the repairs and maintenance on the Ferno cots and stair chairs. This benefits us in the reduced time out of service and cost associated with a third party service. Lt. Rafferty has a workstation set up in the small garage at St. 153. We are seeing a trend with power cot damage caused by not loading at the correct load height.

Division Project Report

PSTF South building projects
Cell and MDC replacement
First Net Cellular project
Sierra Wireless gateway pilot
Master plan update
Station 154 & 155 door raise project

SCBA replacement project
COVID-19 logistics and supply
Extractor / Dryer project
New BC spec for 2021
Station 154 sewer project

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for May are 2,859. Year to date, 10,951 and the total since we began the program is 108,288. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

SCBA fit testing



Hand Line Flow Testing



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

June was a productive month, aside from the on-going COVID-19 status meetings, several accreditation specific items were completed. Of particular note were the annual updates to the Standards of Cover and Strategic Plan. Both documents will be presented to Town Council for review and approval in July, the Standards of Cover on 7/6 and the Strategic Plan on 7/20. Along with these updates the Annual Compliance Report (ACR) was drafted and is nearing completion. The department is required by the Commission on Fire Accreditation International (CFAI) to submit the ACR by mid-July to report progress on peer team recommendations and provide evidence of ongoing compliance to the accreditation model.

Other accreditation activities include continued work updating the 2016 Risk Assessment. One area requiring assistance is updating the Hazardous Materials Commodity Flow Study. This study documents and evaluates the type and quantity of hazardous materials that travel through the district on the roads and rails.

To be able to better review, monitor, and report on low frequency incidents, I have been working with Emergency Integrated Solutions (E.I.S.) to develop queries to help identify technical rescue and hazardous materials incidents by actions taken and keywords in the report narrative. Additionally, we have evaluated and will be updating the "Specialty Resources" tab to allow incident reports to be forwarded to technical discipline leads for review.

Work on the Self-Assessment Model (SAM) has begun. We have had ongoing meetings with category managers to discuss changes between the 9th and 10th edition of the SAM. The document is being updated with a goal of all core competencies to be complete by the end of August, and all other performance indicators by the end of the year.

The department will host an in-person three-day Quality Improvement through Accreditation course in 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).

While there were no significant incidents in Douglas County, the County EOC had a limited activation in response to the South Platte Canyon fire in Jefferson County. This activation was to evaluate conditions and develop plans should the fire spread into Douglas County. Thankfully, the weather was favorable and crews were able to gain the upper hand limiting the spread of the fire.

The end of the month, I had the honor of working with the Colorado Fallen Hero Foundation serving on the Officer Beesley LODD memorial service planning team and Fire/Medical Group Supervisor. Rest in peace Officer Gordon Beesley, EOW 6/21/2021.