

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

August 2021 Monthly Report

Department News: Below are pictures from a RV trailer fire. No reported civilian or firefighter injuries.



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
August 2021 ...100%

Of the 28 customer survey cards we received in August, 26 were of the highest overall rating of 5, and two were a rating of 4. Some of the comments we received read; *"Your personnel were very professional & they were also very sensitive. They took time to explain to me what they were doing and what I should expect. They were fantastic."* Another read; *"Cole was the main paramedic. He was very kind and calmed me down when I came to. I was very confused when I came to. He was so kind & caring."* Another read; *"The firefighters and EMT's from Firehouse 152 were very professional, helpful & concerned. They certainly made a bad situation bearable. They are much appreciated."*

Call Statistics

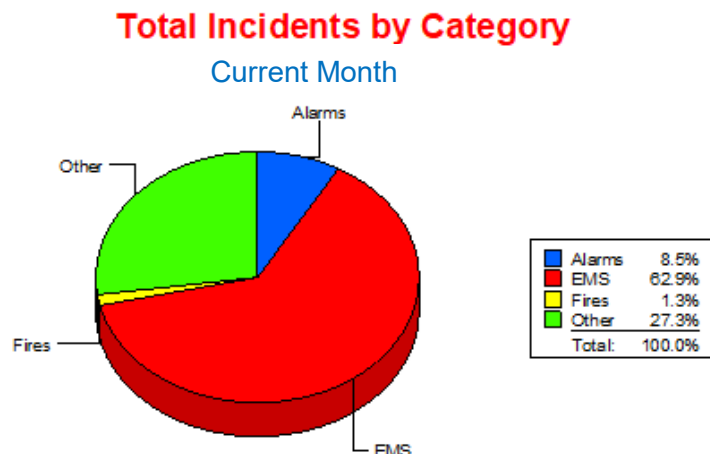
For the month of August, we responded to 564 calls for service. Last year at this time, we responded to 463 calls. This places our year to date calls at 3,922, which is 467 more calls or 12% higher than last year. Average calls per day for the month were 16.1.

Of the 564 calls for service in August, 347 of the calls were for EMS. We had 303 patient contacts and transported 235 patients. This time last year, we had 232 transports.

Fire Calls

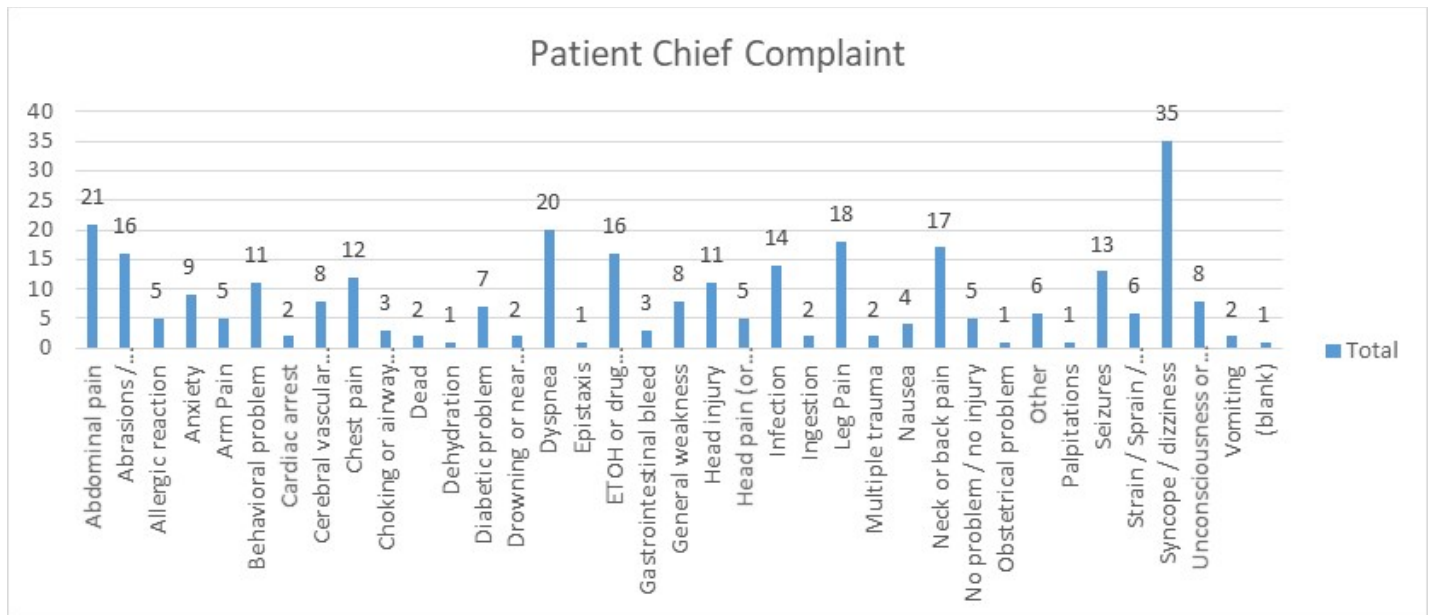
During the month of August, we ran 4 fire calls compared to 11 in August 2020. We had 46 alarm calls, which is 9 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in August were for syncope/dizziness 35 patients. The second most common call type was for abdominal pain with 21 patients.



Measurable Outcomes

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

July 2021...100%

August 2021...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts 1 Transported to appropriate facility **100%**

Trauma Alerts 1 Transported to appropriate facility **100%**

Stroke Alerts 7 Transported to appropriate facility **100%**

Sepsis Alerts 5 Transported to appropriate facility **100%**

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

Significant Incidents:

- **A Shift:** On 8/16, Battalion 151, Quint 151, Quint 155 and Medic 153 responded to an RV fire. The fire was extinguished without incident, the fire was contained to the RV, no civilian injuries.
- On 8/27, Battalion 151, Engine 153, and Medic 153 responded to a child entrapped in playground equipment. The child was cut free. We did not transport the patient.

Deputy Chief Commentary

Our call volume remains above last year's level at this time. We are currently 12% over last year.

We continue to see a consistent rise in incidence and positivity rates from COVID throughout the month. Our current data compares to the spring of last year. We continue to stay current and comply with orders and guidance at local, state, regional, and national levels, with issues pertaining to the pandemic should they change.

We have seen a dramatic increase in the amount of hospitals that are on ER or total divert, as well as the amount of time they are on divert. This is occurring throughout the metro area and various groups are working to find any potential solutions to this serious issue. HealthONE facilities have communicated that for their facilities, it is a combination of staffing shortages and the serious acuity of the patients that are admitted. The admissions are not all COVID related. We have not received any correspondence from Centura facilities to confirm these are the same issues they are experiencing. With this happening, we are seeing our medic units having to transport to facilities further away, which in turn, can leave the district staffing levels affected.

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

Our new stroke screening process continues to work well. These results continue to be evaluated monthly at our EMS PI Meeting. Sky Ridge had their stroke accreditation, and were re-accredited for another two-year cycle.

As part of our outcome based studies with accreditation, we continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts, from initial contact, through transport to the appropriate facility, hospitalization, and ultimately, discharge from a health care facility. We continue to work with our medical director to show these 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 are happy to welcome Firefighter/Paramedic Clayton Mahana to C Shift after he successfully completed his lateral academy. Welcome Clayton!

The Peer Fitness Team continues to work with the beta test group to review and analyze another option for members to utilize and complete the annual mandatory physical fitness test.

In August, members were involved in physical fitness for a total of 353.6 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

COVID cases increased again, based on the Delta variant, in August to numbers we saw earlier this spring. We continue to closely monitor these increases as well as any new guidance, to include booster shots, associated with these changes. There are also additional variants of interest (Eta, Iota, Kappa, Lambda, and the latest, Mu) that are now being monitored by the CDC and WHO. We know that viruses mutate, as we see annually with the flu, so this is not unexpected. As such, we want to continue to ensure that we are doing all we can to protect our members and customers to the best of our ability. While the guidelines on exposure have been modified, positive test guidelines have not changed and still require quarantine and/or isolation. If you have any questions on these guidelines, please do not hesitate to ask.

As a reminder on the ballot measures, since Council approved the measures on second reading on August 17th, we can no longer use taxpayer funds to advocate for the measures, and we are only allowed to EDUCATE on the facts. As stated previously, I strongly encourage everyone to understand what the measures are, and then educate (and advocate when allowed) your friends, families, and neighbors on these measures. Please refer inquiries to the town's website, www.crgov.com/2021Election, for additional information.

Thanks to the efforts of Asst. Chief Rollins, the Douglas County Local Natural Hazards Mitigation Plan was updated, submitted and approved by the State and FEMA, and is now awaiting adoption by Town Council in September. We have participated in this plan for a number of years, and FEMA requires an update every five years. Upon adoption, participation in this plan allows the town to seek federal funding for pre- and post-disaster mitigation and response.

Fire Chief Commentary

Congratulations to Firefighter/Paramedic Clayton Mahana on his successful completion of the lateral academy and badge pinning ceremony! Candidates Pelster and Voit started the academy last month, continue to do well, and we look forward to their graduation later this year.

Congratulations, also, to FPO Erin Davey on her badge pinning last month; we are very glad to have her in the Bureau!



I participated in a tabletop exercise (TTX) with DCSO's Executive Staff on a wildland specific scenario. The training went very well, their staff was very receptive to the entire ICS process, and unified command was heavily stressed throughout the exercise. They had a number of good questions about how to integrate with fire on these incidents, and we need to ensure that they are included in our command decisions for any type of incident when operating in the county. It was very refreshing and encouraging to see our law enforcement partners being willing to work with us in the ICS environment.

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

- Tract K wildland mitigation was completed in July with the contractor finishing one small area around the Water Department's building. If requested, we will provide a tour to Town Manager Corliss and any other department director or council member who wishes to visit the site, 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 finished the update, and it was sent out to town departments for comment. After some additional edits based on this feedback, we have now sent it to the county and state for their review and comment. Once their review is done, we will then work with Town Manager Corliss to have Council adopt the plan and then begin implementation. Our goal is to have this entire process completed by the end of the year.
 - o As part of the startup to the CWPP, we had a meeting with the Escavera HOA to discuss opportunities to conduct some mitigation in this neighborhood. The HOA is very engaged, they have completed some mitigation on their HOA property, and are now looking to work with the Town to do the same on town property. As this is one of our higher risk areas as identified in our CWPP, we will work with them to prioritize key areas that they would like to see addressed within their subdivision.

As I'm sure you already know, charges were filed against the Aurora Fire paramedics by the grand jury of the Elijah McClain case. We will be closely watching this case as it progresses, and we will review and address any changes (if needed) in our operational procedures. The law firm of Page, Wolfberg, and Wirth, a preeminent EMS law firm, wrote an analysis of the charges, and that article can be found at <https://www.ems1.com/legal/articles/legal-analysis-what-the-paramedic-criminal-charges-in-the-elijah-mcclain-case-mean-for-ems-wlPxkOn0Hn4ToKVk/>.

Everyone is making a difference in our community, and your efforts do not go unnoticed. Thank you for all you do, and keep up the great work!

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

August was an outstanding month for events for the Life Safety Division. We had National Night Out with CRPD, First Friday at Festival Park, Douglas County Fair, Music in the Meadows, WhiskeyFest, DCHS Color Dance, Touch a Truck with CRPD, Movie Night in the Meadows, Farmers Market, a car seat check event, and others.

One of the continued goals of the Division in August, 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.

- Of the 322 identified occupancies that were overdue from previous years, 70 occupancy inspections remain to be completed

I would like to welcome our newest member, Erin Davey. She came to the Town as a police officer in 2016 after serving as the same in Woodland Park for eight years. As an officer, she has had the opportunity to serve as an undercover Narcotics and Vice detective, Persons Crime detective, Patrol Officer, and most recently a School Resource Officer. She states that she is excited to pursue her new career path with our department.

She has logged over 1600 hours in policing and investigations training. She started with us on the 16th of August. Right out of the chute, she attended the FAA Part 107 UAV Pilot's training to prepare for the testing to obtain her license. According to her, this was some of the "craziest" training she has taken. There was so much weather and other aircraft related material to absorb. She did herself and the department proud by passing her test on the first attempt.

In her free time, she loves spending time with her husband, Chad, daughter Kinley (5), and son Kavik (2). They are avid campers and enjoy family time.

Key Life Safety Issues –

Citizens and business owners 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 August, the Division worked on two concerns:

- A potential significant hazard at a firehouse involving hazardous materials inside a box. This had the potential to pose a threat to life safety at this time for the first responders. It is asked that hazardous materials are left where they are found and call 9-1-1 to report.

- During a block party, it was noticed that there were some vehicles blocking the street. While the street was blocked off by barricades, parking these vehicles in the drive lane made it impossible for the fire apparatus to respond into this area if needed. The vehicle owners were contacted, educated and moved the vehicles immediately.

During the month of August, the following time was focused on the following Citizen Concerns / Complaints:

- 9 such concerns / complaints were received, resulting in 4.5 hours spent following up on resolving the concerns.

It is important to note that the major goal and objective of the Life Safety Division is to complete: public education, plan reviews of concept plans, buildings, and fire protection systems; and to inspect existing occupancies and construction sites 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 August, the Life Safety Division completed 588 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 – Code Enforcement / Inspection Activity:

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

- 140 plan reviews, consisting of 153 hours were completed by 2 staff members and an FPO in training to complete plan reviews.
- A total of 24 Development related meetings occurred during the month.

Inspection activity (new construction and existing occupancy) inspections continued with a slight decrease over the month of July as noted below:

- 350 inspections, consisting of 338 hours were completed by 5 staff members. Some of this was training for the new FPO.

Overall, the members of the Life Safety Division logged:

- 1,380.5 total hours of Life Safety Division 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 August, the division, through many of the inspections noted above, touched a total of 174 occupancies with fire and life safety guidance.

Unmanned Aerial Vehicles (UAV) –

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

- 56 flight missions, consisting of 166,418 flight feet, with over 327 minutes of air time.
- Our newest member is now an FAA licensed pilot, which brings our total to 6 pilots.

Responses/Investigations –

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

- 21 responses to assist the Operations Division responders consisting of 18 hours.
- 4 investigation assists consisting of 4 hours of investigation time.

Public Education –

A total of 17 events took place during the month of August making contact with 6,916 citizens. A total of 28.75 hours were utilized in conducting public education and engaging in community risk reduction. 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.

August Highlights for CRFD Public Education and Events:

- National Night Out with Castle Rock Police Department (CRPD)
 - Over 900 community members came to the event at the Miller Activity Complex.
 - CRFD interacted with community members to help foster positive relationships between first responders and the residents we serve.
- Splash Mob with CRPD
 - 375 participants from around Castle Rock joined CRFD crew members and CRPD's School Resource Officers, School Marshal Officers and Community Partnership officers in a community water fight at the Miller Activity Complex for the second Splash Mob of 2021 in partnership with CRPD.
 - Event highlighted safety message around calling 9-1-1.
- Car Seat Check Event in partnership with Castle Rock Adventist Hospital
 - 4-hour event on 8/28/2021.
 - Car seat techs provided car seat education and checks for 10 car seats and families at the event.
 - Feedback from participants at event:
 - "Team did a great job explaining the use and how to install the car seat for my new born."
 - "Everything was aces!"
 - "Very helpful!"
 - "Thank you!"
- Touch a Truck Douglas County
 - Interacted with over 5,000 community members during the daylong event!

- A CRFD Engine was made accessible to participants where they had the chance to spray a fire hose, see the jaws of life up close and interact with the Engine pump panel, too.
- Basic Life Support (BLS) CPR trainings
 - This training is designed for healthcare professionals and other personnel who need to know how to perform CPR and other basic cardiovascular life support skills in a wide variety of in-facility and prehospital settings. Classes cover AED, ventilation devices, rescue breathing and two-person CPR techniques. If you're planning on entering the medical field, this level of training is a must.
 - 2 BLS trainings were held during the month of August.
 - Upon completion of the courses:
 - 100% of participants felt confident about using the skills the course taught them.
 - 100% of participants stated they "would now be able to respond in an emergency because of the skills they learned in the course."
 - Look for more CPR classes and trainings with CRFD in the [Fall 2021](#)
- PulsePoint Education and Awareness
 - The PulsePoint vehicle was seen around Town during the month of August providing educational messaging about this life saving app.
 - PulsePoint is a 911-connected app that immediately informs you of emergencies occurring in your community and can also request your help when CPR is needed nearby. These alerts are in real-time and simultaneous with the dispatch of medical care, allowing everyday citizens to be the help until help arrives.
 - Download the [PulsePoint app](#) and follow Castle Rock Fire and Rescue today!

Car Seat Education

- Crews and administrative staff assisted with the completion of 44 car seat checks during the month of August.
 - These car seat checks were comprised of 37 rear-facing seats and 7 forward facing seats.
 - Car seat checks were performed at our 5 stations throughout the month and at Castle Rock Adventist Hospital during a car seat check event.
- 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.
- Community Member feedback:
 - "Did perfectly! Thank you!"
- Of the car seat education that was provided during the month of August,
 - 100% of respondents "would recommend this service to friends and family."
 - 94% of respondents indicated they are "better educated in child passenger safety after this experience."

Youth Firesetter Program:

- 2 Youth Firesetter Education classes were held this month.
 - This program focuses on identifying youths that have engaged in fire play and educating the child and their family members in an attempt to reduce the number of fire and fire-related injuries.

For more information on this program or if you have concerns around youth engaging in fire play, please email fireeducator@crgov.com

Touch A Truck



Neighborhood visit



Car seat check event

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

In August, we were able to kick off two different academy processes: a lateral academy and a recruit academy. Clayton Mahana successfully completed the four-week lateral academy, and we'd like to thank the Acme crew and all of the companies that lead and assisted in the skills and drills for Clayton. At the conclusion of the lateral academy, Clayton was able to start on shift. Up at West Metro, Capt. Hood began his assignment at the academy, and EJ Voit and Zac Pelster started their academy journeys together. We anticipate that EJ and Zac could make it to the line around the end of the year.

Over at Acme, the guys were able to facilitate a couple of department wide trainings in between the time that they spent at the academy. Additionally, several crews were able to conduct some company level training. The plan is to wrap up the full-time assignments at Acme around the end of October...but to take full advantage of the property through then. If we are able, we will find ways to utilize the site after that and are working with Confluence on their timeline.

We did host the DFPC's Mobile Driver Simulator Unit, and we are grateful to the Driver/Operator Leads for their time in organizing and facilitating the training. Perhaps it wasn't everything we might have wanted, but also perhaps we have begun some tiller training (in case that could be beneficial in the future). We'd like to thank the Trench Rescue Leads for leading this year's tool lab and hands-on training. It was certainly a nice change of pace to have shade for the trench training! Also, we appreciate Lt. Moore's coordination of EMS training, and to the ACLS instructors that got three sessions done this month.

We were able to also have some exploratory meetings/conversations about the pros and cons of a potential move to Colorado Metropolitan Certification Board (CMCB) for our certification needs. All of those discussions were very positive, and following a clear direction expressed by the company officers at the Ops meeting, we sent an official notification of interest to CMCB. There are a lot steps to potentially moving, including fully vetting the benefit to both CRFD and CMCB. However, we believe that there could be a better end-user experience with CMCB and that there could be the right return on investment. Much to more to come on this if/as it develops.

We've also reengaged a discussion with the Legal Department about finding a way to allow crews to train at non-town owned facilities. While we are unsure of any potential change, we are hopeful to find a way back to that type of training.

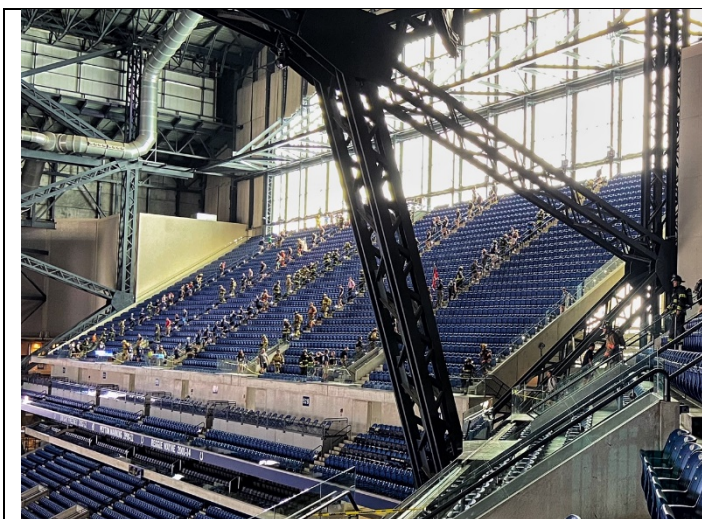
As previously mentioned, Capt. Hood will be detailed up to the academy through December. This will temporarily realign some of the workflows in the division, but we will strive to continue to meet your needs in a timely fashion.

In August, crews trained more than 2,518 hours on a wide range of topics to stay operationally prepared including EMS topics, trench rescue, engine and truck company operations, forcible entry, hose work, incident command, ACLS, professional development, size-up, physical fitness, and much more.

Project Progress Report

We are currently working on the following projects:

- FTC Projects
- WMFR academy
- PSTF North and South bldg. projects
- Hosting several classes
- Acme brick site
- Supporting dept. level trainings
- Vector Solutions system implementation



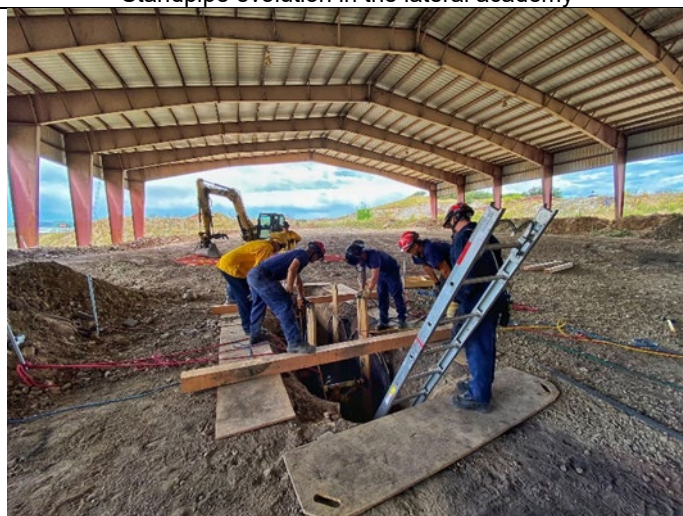
9/11 memorial stair climb at FDIC



Standpipe evolution in the lateral academy



Trench rescue hands-on



Trench rescue hands-on

Logistics Division:
Division Chief Jim Gile

Division Chief Commentary

The Logistics Division has continued to work on various ongoing and upcoming projects throughout the month of August. Work has begun on pre-ordering vehicles and equipment for next year's budgeted replacement. This includes a new Bureau 152 truck and Air / Light trailer replacement. We have also continued to keep in touch with Osage Ambulance on the new medic unit currently in build, and it is scheduled for completion at the end of September. Lt. Rafferty and Chief Gile will travel out to Linn, Missouri to perform the final inspection and if all is well, drive the unit home. Additionally, we have been keeping in touch with Boise Mobile Equipment on the Type VI builds; they are still tracking for completion at the end of year. The new Battalion Chief vehicle is on order, and we are just waiting on dates of arrival. You may notice there have been two cases of Minute Wipes delivered to your station. We were able to secure a donation of two pallets of these wipes. After discussing with Firefighter/Paramedic Carlson, we will use these in place of the current disinfecting wipes that are in the units. If you have any questions on these, please contact Chief Gile.



LEST Keegan continued his work in support of department operations. This month, he worked with the Life Safety Division to get the new Fire Prevention Officer all of her required gear and PPE. Welcome Erin to Castle Rock Fire and Rescue! Tad has also been fit testing members that have missed fit testing due to being gone or on light duty. He has also been moving the arriving MSA equipment to the PSTF from FHQ. We have been advised that all of our new MSA G1 SCBA are shipping the first week of September. We have arranged for space down at Station 152 for the unpacking, inventorying, labeling, numbering, programming and in-servicing. This will take some time as we get the packs ready for service in the field. Mr. Keegan also continues to be available to help in moving apparatus around or chasing parts for Ben when needed. LEST Keegan continues to care for the day to day supplies and logistics needs of the department.

Sr. EVT Jennings continues to take care of the needed repairs and maintenance of all of our heavy apparatus, and some of our light apparatus. He has most recently had Engine 154 Unit 281 through the shop for preventative maintenance service, performed repairs to KME Unit 125 and the air / light trailer after being used for the lateral academy. He also arranged for engine recalls to be completed on the two Type III engines. The two new brush trucks and one medic unit continue to track for completion, and Ben has been getting supplies ready for in-service up fitting when they arrive. We continue to check with the vendors on progress.

There have also been some additions and changes at the PSTF South that everyone should be aware of; CRPD has moved their Training and Logistics personnel into the office space on the North side of building. Please be aware that we are not the only ones in the building anymore when parking or visiting the PSTF Complex. With the parking struggles we continue to have, please avoid parking apparatus in the driveway of the South building. You will also see the parking lot has been

reconfigured and restriped. With Development Services approval, we were able to remove one of the accessible spaces, and in the future CRPD will be installing some signage designating the three northern most spaces as reserved for PD.

Division Project Report

PSTF South building projects

Cell and MDC replacement

First Net Cellular project

Sierra Wireless gateway pilot

New staff vehicle orders for next year

Station 154 & 155 door raise project

SCBA replacement project

COVID-19 logistics and supply

New Medic spec for 2021

New BC spec for 2021

New Type VI spec. for 2021

New air/light trailer spec for next year

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for August are 2,781. Year to date is 19,856 and the total since we began the program is 117,193. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



New Osage Medic Unit in progress

Sr. EVT Jennings working on apparatus



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In August, the department hosted the Center for Public Safety Excellence's three-day Quality Improvement for Fire and Emergency Services. The class was well-attended with participants from as far away as Michigan and Tennessee. Chief Gile attended and completed his first step in becoming a CFAI Peer Assessor. Congratulations Chief Gile!

In August, Firefighter/Paramedic (FF/PM) Wendy Spronk assumed the role of Assistant Accreditation Manager. In this role, she will learn the accreditation process, assist in the review and development of key documents, and learn CRFD's data analysis process and methodologies. The role of Assistant Accreditation Manager will be a secondary role for Wendy with her primary role of FF/PM. Welcome Wendy, I'm glad to be working with you.

We are well into the update of the Self-Assessment Model (SAM) with a number of sections drafted and through their first review. Our goal is to have all documents finalized and ready for an external review by the end of December.

I'd like to thank Firefighter/EMT Mark Ryan, FF/PM Kevin Travis, and Deputy Fire Marshal Rick Young for their time in updating the Hazardous Materials Commodity Flow Study, currently in draft and review. This study documents and evaluates the type and quantity of hazardous materials that travel through the district on the roads and rails. This document is a big part in updating the department's overall risk assessment.

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 updated the "Specialty Resources" tab so that each technical rescue discipline has a check box. This will allow us to more accurately report technical rescue incidents. The next step in this process is to identify discipline specific report reviewers. This will ensure all technical rescue incidents are reviewed by subject matter experts.

On the COVID front, case counts and incident rates continue to rise at the same time that Tri-County Health Department is scaling back meetings and moving to an on-going response posture. Please refer to Chiefs Croom and Martin's emails to stay current with local, regional, state and federal guidelines.