

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

September 2021 Monthly Report

Department News: Below are pictures from a vehicle fire. Fortunately, it did not extend to the house. Crews worked to make sure it did not start a wild 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
September 2021 ...98%

Of the 49 customer survey cards we received in September, 45 were of the highest overall rating of 5, and 3 were a rating of 4, one had a rating of 3. Some of the comments we received read; *"Top notch! Thanks for your care & compassion. Ross and Eric are true professionals in difficult times."* Another read; *"I was told to "not" follow the ambulance but take my time getting to the hospital which was such good advice."* Another read; *"The 3 guys were phenomenal. They are huge men! My uncle doesn't remember anything – but I do & I felt safe and helped and hopeful. Well done, men!!"*

Call Statistics

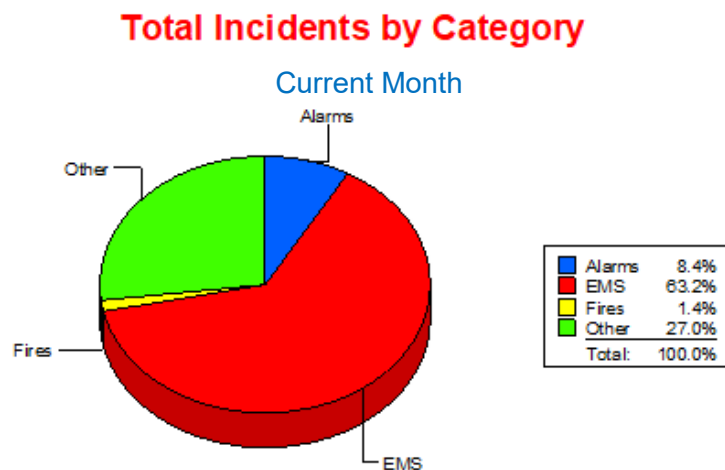
For the month of September, we responded to 539 calls for service. Last year at this time, we responded to 484 calls. This places our year to date calls at 4,462, which is 522 more calls or 11.7% higher than last year. Average calls per day for the month were 16.3.

Of the 539 calls for service in September, 353 of the calls were for EMS. We had 333 patient contacts and transported 260 patients. This time last year, we had 214 transports.

Fire Calls

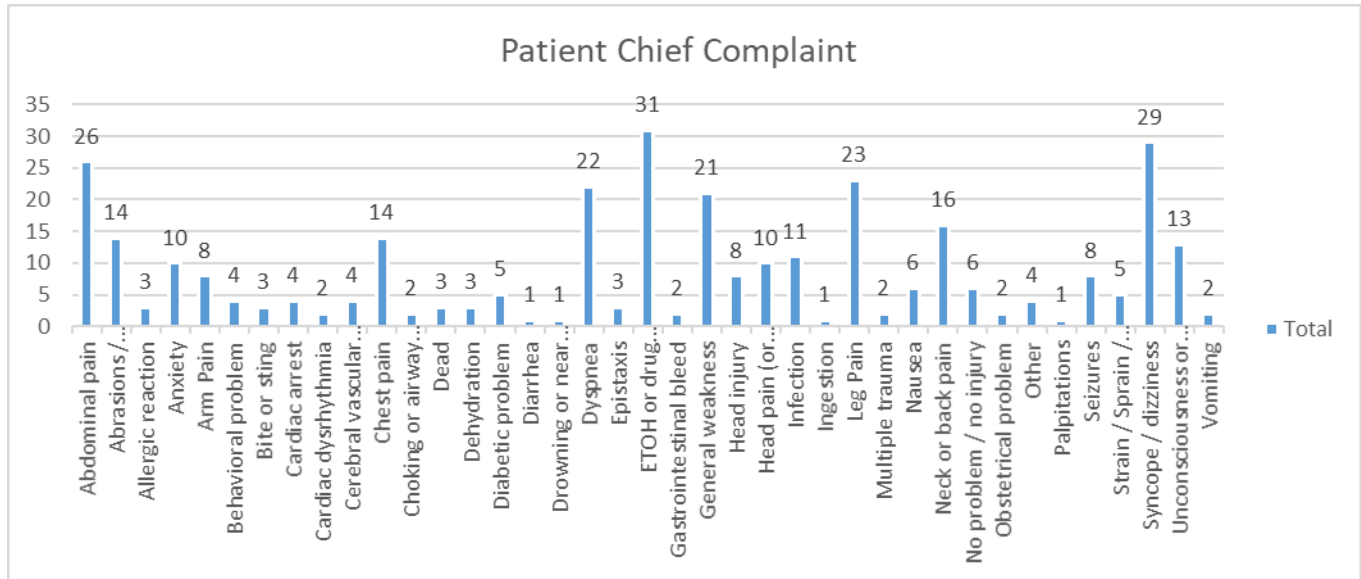
During the month of September, we ran 11 fire calls compared to 12 in August 2020. We had 43 alarm calls, which is 7 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in September were for alcohol or drug issues with 31 patients. The second most common call type was for syncope/dizziness with 29 patients.



Measurable Outcomes

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

August 2021...100%

September 2021...100%

Monthly alerts called by crews and follow-up

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

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

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

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

Correct treatment, destination, and procedures done 100%

****** One alert was transported to Parker, which is the 3rd closest appropriate facility, due to Castle Rock Adventist and Sky Ridge being on divert.

Significant Incidents:

- **A Shift:** On 9/14, Engine 153, Medic 153, Quint 151, Medic 151, Medic 181, and Battalion 151 responded to a motor vehicle crash with fire. Three critical patients were transported from the head-on crash and the vehicle fire extinguished.
- On 9/26 we responded on 2 mutual aid calls to Larkspur Fire's District with a motor vehicle crash and a fatal motorcycle crash with a helicopter transport.

- On 9/26, Battalion 151, Brush 151, Brush 154, Brush 152, Chief 151 responded on a mutual aid brush fire with Jackson 105. The brush fire spanned over 1.25 acres.
- **B Shift:** On September 19th, crews responded to 44 Hier Lane, on a vehicle fire into a single-family dwelling fire with a small brush fire. The fire was extinguished and held to a first alarm assignment. There were no civilian or firefighter injuries reported. The cause of the fire is undetermined.
- **C Shift:** On September 17th, Brush 152, Brush 153, Brush 151, M153, E154 and Battalion 151 responded to the area of 3486 South Lake Gulch Road on a reported brush fire. First arriving units found a fast moving brush fire in tall grass fueled by 20mph+ winds and added a second alarm response. The crews worked aggressively in the windy, dark conditions and stopped the fire before it was able to threaten any structures. In total, the fire burned 6-8 acres of private property. The fire was started by a downed power line that was caused by strong winds when the cold front moved through. CORE Electric responded and secured the power line, and DCSO assisted with traffic control. No residents were displaced, and no injuries were reported to civilians or responding members.

Deputy Chief Commentary

Our call volume remains above last year's level at this time. We are currently 11.7% over last year.

We continue to see a consistent level in COVID incidence and positivity rates in the town and county. 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 be revised.

We continue to have challenges with the amount of hospitals that are on ER or total divert in the southern metropolitan area, as well as the amount of time they are on divert. This is occurring throughout the metro area and various groups continue working on any potential solutions to this serious issue. Currently, we are vetting the pre-arranged metro hospital zones and how far we feel is an acceptable distance to travel. Transporting to facilities further away continues to concern me due to staffing levels being affected for extended periods of time.

We had a wildland crew deploy for two weeks to Southeast Colorado for a severity assignment. Our crew and truck were the only available resources for several hundred miles if a wildfire broke out. They returned safely and without incident.

Firefighter Paramedic Mike Zukowski and his K-9 deployed to Louisiana as a member of Colorado Task Force-1 to assist in rescue efforts after Hurricane Ida. He returned safely and without incident.

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.

Several members from B Shift and the Life Safety Division actively participated in the Your Town Academy held this month. We received many positive comments back from the participants about the activities of the evening.

We have received year over year data from Sky Ridge on cardiac alerts we have transported to their facility. Our median door to balloon time is 50 minutes, which is about half of the standard accepted time. There were no reported fatalities and all patients were discharged home. There were two alerts that were called in the field that were stood down upon further assessment by the ED physician or cardiologist.

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.

In September, members were involved in physical fitness for a total of 289.75 hours.

Crews giving a presentation on fire safety



Administration Division:

Fire Chief Norris Croom

Key Admin Issues

COVID. It continues. I know we're all tired of it, and I greatly appreciate everyone's diligence in continuing to push through this pandemic. I don't have much else to offer other than "Thank You".

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.

Congratulations to all of our members who received years of service recognition last month! Captain Jeff Hood and Engineer Chris Hinkle received their 20 year awards, and there were numerous other awards for 15, 10, 5, and 1 year of service. Thank you for your service to the department and Town!

Fire Chief Commentary

A quick shout out to all of the crews and staff who have helped make the Councilmember Open Houses a success! From helping with setup to story time with a firefighter to showing off the stations and apparatus to cleaning up at the end, everyone has done a fantastic job. I know the Councilmembers greatly appreciate it, too!

I also want to recognize the department's Honor Guard and Pipes and Drums for all of their work. September was a busy month with 9/11 and other events, including a funeral for one of their own members of the Colorado Emerald Society. The department has been represented very well by our members, and I continue to receive a lot of "Thank You's" for their service.

Our community wildfire mitigation plan contractor finished the update, and it was sent out to the county and state for their review and comment. We have received their comments back, we have made some additional edits, and it is going through one final review before sending to Mr. Corliss for his review. Once done, we will then work to have Council adopt the plan and begin a schedule for implementation. Our goal is to have this entire process completed by the end of the year.

- 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. They provided the department with a list of priority areas that they would like to see addressed, and as this is one of our higher risk areas as identified in our CWPP, we will be meeting with them to determine what our next steps will be as it relates to mitigation.

Thanks to the efforts of Asst. Chief Rollins, the Douglas County Local Natural Hazards Mitigation Plan was adopted by Town Council on September 21st. This adoption and now participation in the plan allows the town to seek federal funding for pre- and post-disaster mitigation and response. There are a number of local projects included in the plan that, collectively, we will work on over the next few years. Thanks again, Craig!

At a United Fire Dispatch Authority (UFDA) meeting last month, there was discussion on modifying our call types as they relate to wildland fires. It is sometimes difficult to get enough information from a caller on whether the fire is considered threatening or not based on our current call type definitions. The suggestion was made to potentially align with South Metro's call types for wildland fires, so this is being reviewed for consideration. It also needs to be taken to the Elbert County Fire Chiefs as this would be a global change in how we operate. More info will follow as it becomes available.

Finally, we began work with Finance on our year end budget estimates. Our overall budget numbers look good, and we are on track to finish the year just under budget, which is the goal every year.

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

Following last month's events, September tried very hard to meet and exceed with bringing several large projects to a close or close to one. Several large projects either received their temporary certificate of occupancy or permanent one during this month. This was a major benchmark within this division because it took so much work from all involved to ensure that these got done.

One of the continued goals within the Division is to work on the overdue inspections. These are inspections that may have been started, however, for some reason or another were never completed. So, in trying to ensure the database has quality information in it, these were singled out and were being completed in a timely fashion. This month has proven that with all of the obstacles that were placed in the way, we just did not have the staffing to complete any inspections in this group. Specific fire inspection data will be addressed later in this report.

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 inspections are done as determined necessary. During the month of September, the Division worked on six concerns as follows:

- A complaint from a neighbor possibly burning items that let off an offensive odor. The Team made contact with the neighbor and found that they had burned a stump and were burning cedar fence posts. All without a fire pit. They were informed of the requirements for a recreational fire and if found burning outside of those parameters, they could be served a summons.
- A complaint from a neighbor stated that she did not believe that when there were cars parked on both sides of the street that there was enough room for the fire apparatus to get through. A team member went to this location and found that with cars parked on both sides of the street, it met the minimum width.
- A resident in the area of Valley View Lane and Ditmars Lane contacted the Life Safety Division about having to push her stroller into the street to get around all of the construction going on in her neighborhood. A team member went to this location and found not only the sidewalk was blocked, but that hydrants were blocked with building materials and dumpsters, the dumpsters overflowing, and contractors parked out into the street not leaving enough room for the fire apparatus to safely pass. They received a correction notice and as of last inspection, they had the majority of this cleaned up. We are still working with the general contractor to keep this area picked up to allow the residents in this area a clear path to walk without having to enter the street, and allow fire apparatus access at all times.
- A complaint came in regarding an accumulation of trash and other material in an area that we have had complaints before. This was verified by a member and sent to the Zoning Dept. to

deal with this complaint. We will work with Zoning in any way that is needed to ensure that this trash and other material is mitigated.

- Several complaints came in regarding a resident that had a fuel storage tank in his side yard. This was reviewed by a team member, and the tank itself was within the code. However, where he was storing it was not and needed some mitigation. We found that Zoning also had been notified of this and after several consultations with Zoning and Fire, it was decided that this was not an approved tank in a residential setting. The resident was given 30 days to remove the tank.

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; 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 September, the Life Safety Division completed 933 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 September:

- 169 plan reviews, consisting of 133.25 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 August, as noted below:

- 229 inspections, consisting of 226.69 hours were completed by five staff members. Some of this was training for the new FPO.

Overall, the members of the Life Safety Division logged:

- 1,468.16 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 September, the division, through many of the inspections noted above, touched a total of 140 occupancies with fire and life safety guidance.

Unmanned Aerial Vehicles (UAV) –

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

- 54 flight missions, consisting of 112,182 flight feet, with over 341 minutes of air time.

Responses/Investigations –

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

- 16 responses to assist the Operations Division responders consisting of 13.25 hours.
- 14 investigation assists consisting of 15.5 hours of investigation time.

Public Education –

A total of 15 events took place during the month of September, making contact with 716 citizens. A total of 18.75 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.

September Highlights for CRFD Public Education and Events:

- Your Town Academy (YTA)
 - YTA is a series of classes that the town hosts to let citizens learn more about each department.
 - The session with CRFD was held at the PSTF North Building on 9/13/21.
 - 32 YTA participants had the opportunity to engage in fire skills and EMS skills with educators and crew members with the following activities:
 - Hands Only CPR and Stop the Bleed Overview
 - EMS/Medic unit tour
 - Vehicle extrication
 - Hose line
- Town Council Open Houses
 - 4 Open Houses were held at CRFD fire stations throughout month of September.
 - District 6 (Station 152), District 4 (Station 151), District 2 (Station 155) and District 5 (Station 153).
 - Live Story time for children and families
 - CRFD educators and crew members provided live children's story times at the open houses, as well.
 - Opportunity for community members to ask questions and interact with Town departments such as police, fire and rescue, water, finance, parks and recreation, public works and development services.
- Community Education
 - Fire Extinguisher and Home Safety Planning class for community members.
 - Stop the Bleed Training with local church members.

- Douglas County High School Homecoming Parade
 - o Quint 151 helped kick off Homecoming for the DCHS Huskies by being the lead vehicle in the school's Homecoming parade!
- Story time at Phillip S. Miller Library
 - o Collaborated with Douglas County Libraries for Story time at PSM library in Castle Rock to promote early childhood literacy and skills.
 - o Read a book to children and caregivers, then showed everyone some of the tools on a fire truck.
- School Parking lot visits and bay tours at stations
 - o Met with 5 different school groups during month of September.
 - o Our goal for these visits is for all individuals to walk away learning something that can possibly save their own and their family's lives.
 - o Crews and educators utilize a department wide Public Education binder to give our audiences a consistent message during every interaction.
 - o Cognitive development and developmental characteristics throughout the lifespan are utilized to tailor messages to different age groups.
- Basic Life Support (BLS) CPR trainings
 - o 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.
 - o 1 BLS trainings was held during the month of September.
 - o 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."
 - o CRFD is offering a HeartSaver CPR class on October 23rd. Visit [CPR with CRFD](#) for more information and how to sign up.
- PulsePoint Education and Awareness
 - o 305 new PulsePoint App users following CRFD on the app were added this month.
 - o 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.
 - o Download the [PulsePoint app](#) and follow Castle Rock Fire and Rescue today!

Car Seat Education

- Crews and administrative staff assisted with the completion of 23 car seat checks during the month of September.
 - o These car seat checks were comprised of 14 rear-facing seats and 9 forward facing seats.
 - o Car seat checks were performed at our 5 stations throughout the month.

- 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:
 - “Thank you for keeping us safe!”
 - “It was great.”
 - “Great experience, incredible.”
 - “Perfect!”
 - “You guys are awesome!”
 - “Super personable, thank you!”
- Of the car seat education that was provided during the month of September,
 - 100% of respondents “would recommend this service to friends and family.”
 - 100% of respondents indicated they are “better educated in child passenger safety after this experience.”



Story time at a one of the
Town Council Member's
Open House



A visit to the Library

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

Over at Acme, the crew was able to facilitate and assist with several department-wide trainings. Trainings included the hands-on trench training, a residential search drill, a rapid intervention drill, and a get-out-alive training. We'd like to thank the Trench Leads and the FF Safety/Survival Leads for designing and instructing these great trainings. Additionally, several crews were able to conduct some company level training.

In September, we hosted two classes: a two-day hazmat air monitoring class and a two-day tech rescue class for our technicians. We were able to take advantage of grant funding for the hazmat class, and we were able to take advantage of the Acme property for the rope class. In addition to those classes, we brought in SMFR BC Andy Powell to deliver a class on using the tactical worksheet for our ABCs, BCs, and DVCs. Also, we appreciate Lt. Moore's coordination of EMS training, and to the PEPP instructors, that got three sessions done this month.

We'd like to congratulate all of the members that participated in the Acting Lieutenant process! We know that it takes a lot of time, energy, and courage to be part of it. Late in the month, we rolled out the training plan for getting the new MSA airpacks in service. There are four parts to the process that will conclude with an anticipated in-service date in mid-January, 2022.

Once again, CRFD had a very strong representation at the annual Denver 9/11 Memorial Stair Climb. Many members climbed and many other members volunteered their time as part of the organization/logistics of the event. The CRFD participation in the event is what allows it to happen each year, and it's always an honor to work and climb with our members.

The FTC continues to undergo an update, and we were able to have WHP out to conduct a required inspection. Our FTC Team also has been working hard on the interior, adding and fixing walls, getting the building up to par, and making some adjustments and improvements to the burn rooms.

Even though Capt. Hood is detailed up to the academy through December, the schedule allowed for him to spend two weeks back at the department working on CRFD training needs, helping with the RIT training, working some overtime on the rigs, and connecting with various crews.

In September, crews trained more than 2227 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, PEPP, professional development, size-up, physical fitness, search and rescue, and much more.

Project Progress Report

We are currently working on the following projects:

- FTC Projects
- WMFR academy
- MSA in-service training program
- Acme brick site
- Supporting dept. level trainings
- CMCB



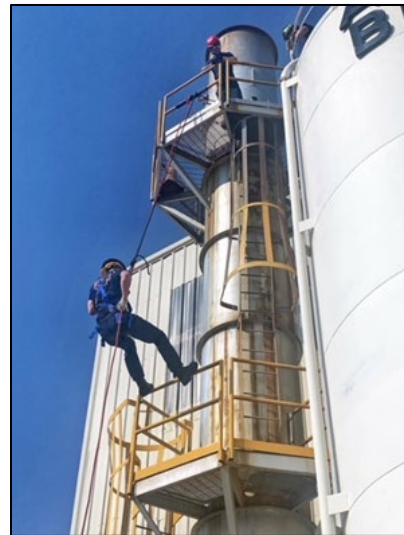
Denver 9/11 Memorial Stair Climb



Elevated Safety rope tech class at ACME



Drafting training at Station 153



Multi-company training at ACME

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

A lot of activity during the month of September in the Logistics Division. MSA SCBA's have all arrived and time was spent this month getting them all unpacked, inventoried, recorded, assembled and labeled. We did some of this with help from MSA and Curtis. In addition to the SCBA's themselves, we have received all of our soft goods kits and new RIT bags. The soft goods kits will allow for thorough cleaning and decontamination, as well as getting equipment back in service quickly and efficiently. Each station will have enough kits assigned to swap out the soft goods for each seat position in the station.



Lieutenant Rafferty and I traveled to Linn, Missouri to perform the final inspection on one new Osage medic unit. After successful inspection, the unit was then driven home. Work will now begin on the installation of mounts and equipment.

We were also able to perform annual NFPA pump tests for Tri-Lakes / Monument and Larkspur this month. Due to Sr. EVT Jennings being busy with work on our apparatus, and in order to not take away from his work time, I performed these tests. This amounted to an additional 10 apparatus tested this year. We have also received signed IGA's from both of these departments allowing us to collect fees for this service.

LEST Keegan continued his work in support of department operations. This month, in addition to SCBA's showing up, was scheduled for annual NFPA hose testing. We all know and recognize that this is a necessary evil, it is a lot of work and not much fun. We would like to recognize Battalion Chief Nelson and his crews for their help in making this happen this year. We would also like to give special thanks to LEST. Keegan, Lt's Robberson and Osborn, Engineer Reifschneider, Firefighter McNeil and Firefighter/Paramedic O'Brien at Station 155 for their help and work to get this done as well. Unfortunately, due to mechanical breakdown with the hose testing trailer we were unable to complete all of our hose. LEST Keegan is coordinating with FireCATT to see if they will be back in Colorado this year before winter, or if we will have to catch up next fall. Speaking of winter coming, LEST Keegan sent out a request to all stations to check their winter weather equipment (snow blowers, shovels, tire chains) so that we can get needed supplies before the snow is upon us. LEST 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 Unit 121 through the shop for preventative maintenance service and repairs, performed repairs to Unit 125 and started installing Life Pack mounts into the medic units as they come out for service. Sr. EVT Jennings also

coordinated repairs to Unit 125 after the unit overheated, and to Unit 140 after unleaded was detected in the fuel. He also arranged for Cummins recall to be completed on Hazmat 153 and for body repair estimate on Unit 281. As with all other trades, supplies and parts are an issue for Ben as well. Specifically, we are having difficulty finding parts for the On-Spot chains. These have been an issue on the aerials specifically and have been struck and bent multiple times. Ben is working to secure parts, but for the units the On-Spots have had to be removed on, crews will have to fall back to tire chains in the event they are needed. Sr. EVT Jennings continues to work with Lt. Richardson and Boise Mobile Equipment on the two Type VI brush trucks in process.

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 drive 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. Please be respectful of the spaces where you park.

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
CPSE Self-Assessment Manual
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 September are 2,436. Year to date is 22,292 and the total since we began the program is 119,629. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system



New Osage Medic at final inspection



New MSA SCBAs

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

September has been dedicated to updating the Self-Assessment Model (SAM) to the 10th edition and Community Risk Assessment (CRA). One of the challenges updating the CRA has been the delayed release of 2020 census data. If the bulk of the data is not released by the end of October, we will use the American Community Survey 2019 5-year estimates in order to finalize the document. The CRA is a gating document to the update of the SAM Category 2. Most of the other SAM categories are progressing, albeit slower than expected. Most categories have had an initial review of core competencies (mandatory compliance), with some of the non-core performance indicators started. Categories 1, 3, 5D, and 10 are complete.

The goal still remains to have all documents: the SAM, CRA, and an updated SOC, complete and ready for review by the end of the year.

At the end of the month, I attended a CFAI Peer Team Leader Symposium. The purpose of this two-day meeting was to ensure team leaders applied the model consistency and had an opportunity to ask questions to the commission.

August 2021 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	563		1194		365		832	
Urban	408	72%	764	64%	260	71%	536	64%
Rural	112	20%	256	21%	67	18%	177	21%
Interstate	17	3%	59	5%	17	5%	59	7%
NO FMZ	26	5%	115	10%	21	6%	60	7%
Blank	44	8%	146	12%	40	11%	128	15%
Mutual Aid Calls	22	4%	81	7%	19	5%	69	8%
Aid Received	22	4%	65	5%	21	6%	59	7%
Aid Given	408	72%	764	64%	260	71%	536	64%