



Dear Fire fighter friends,
Thank you for coming to visit us. We liked the big scissors and the big ladder. The oxygen tank was very heavy. We also liked the fan, and the fire truck. Thanks again! Love,
Your Friends in the Noah's Ark classroom



ANNUAL REPORT 2020

CASTLE ROCK FIRE AND RESCUE DEPARTMENT

300 Perry Street
Castle Rock, CO 80104

Phone: 303-660-1066
Website: www.crgov.com/fire

CALL 911 FOR EMERGENCIES



Castle Rock Fire and Rescue Department's Vision, Mission, and Values are the foundation for everything, from day-to-day operations to strategic planning.

Vision:

To be the best at providing emergency and prevention services

Mission:

High customer satisfaction through quality preparation and excellent service

Values: S.H.I.E.L.D.S

Strength

Honor

Integrity

Excellence

Leadership

Dedication

Service

For more information about the Castle Rock Fire and Rescue Department, our Strategic Plan, Standards of Cover and Master Plan, please visit CRgov.com/Fire



MESSAGE FROM THE FIRE CHIEF

On behalf of all of the members of the Castle Rock Fire and Rescue Department, I am honored to present our Annual Report to the community! While 2020 was a year unlike anything we have ever experienced, we persevered and continued to provide a high level of service to the community.

A number of projects were delayed due to the uncertainty of how COVID was going to impact the Town, both operationally and financially. Fortunately, we did not experience any significant effects, and some of these projects were restarted or pushed to 2021.

One significant project that was completed last year was the opening of the Public Safety Training Facility North Building, which serves as a classroom and training facility for our fire and police departments. This was a much-needed facility that had been in the works for several years, and while it saw some limited use due to the pandemic guidance and restrictions, we hope to be able to take full advantage of this space in 2021.



Last year was also a record year for wildland fires in our state, and we deployed a number of resources to assist in controlling these fires. We were fortunate not to experience any significant fires locally, but we were also in some level of fire restrictions from May until December, which is the longest time on record in my 35 years with the department.

Some other highlights from 2020 include:

- deploying resources with Colorado Task Force 1, the State's FEMA urban search and rescue team, to Hurricane Laura
- hiring two Firefighter/EMTs and one Firefighter/Paramedic to fill personnel vacancies and get us back to full strength
- the successful completion and approval of our annual compliance report (ACR) as part of our accreditation process
- the lighting and maintenance of The Star for both COVID and Starlighting
- continued to complete many new construction plan reviews, new building inspections and existing business inspections, with most being done in-person and not virtually

Through all of this, our focus remained centered on our Vision: "To be the best at providing emergency and prevention services," and Mission: "High customer satisfaction through quality preparation and excellent service." Due to the dedication and commitment of our members, we successfully navigated an extremely challenging year with no service interruptions.

There is a lot of information on the following pages, and I hope you find it useful and worthwhile. Please never hesitate to reach out and contact us, whether it be for an emergency, a business inspection, a public education event, or some other need. We provide many services, and we're here for you. Lastly, I want to thank the community for your continued support of our department. Your generosity and kindness over the last year was greatly appreciated!

Norris



CASTLE ROCK FIRE AND RESCUE DEPARTMENT
2020 ANNUAL REPORT



ADMINISTRATION DIVISION

While 2020 certainly was an unprecedented and challenging year, we were still able to accomplish a number of things. With the onset of COVID-19, many conferences, classes, trainings, etc. had to be canceled. Despite the changes and challenges, we were able to find new ways to interact with the public. The word “virtual” and the phrase “social distancing” became commonplace. We provided virtual car seat checks for community members. This new platform proved to be challenging. However, we were able to accommodate some in-person car seat checks, with the understanding that they and our members had to wear a mask and practice social distancing.

We had very little precipitation and lots of wildland fire activity around the State. To help our neighbors up north and out west, the department deployed crews to the Cameron Peak, Grizzly Creek and East Troublesome fires. Two of these, Cameron Peak and East Troublesome, turned out to be the two largest wildland fires ever in State history. CRFD wildland fire crews were committed to the Cameron Peak fire for 29 days, logging over 1,850 working hours. CRFD crews also logged 21 days at the Grizzly Creek fire and seven days at the East Troublesome fire totaling 1,745 and 452 hours respectively. While we did not have any large fires locally, the Town remained in Stage 1 or 2 Fire Restrictions for much of the year, as Douglas County experienced significant drought conditions.



In addition to the wildland fire deployments, CRFD is a participating member of Colorado Taskforce 1 (CO-TF1), a Federal Emergency Management Agency (FEMA) nationally deployable Urban Search and Rescue (USAR) team. As part of this team, CRFD members deployed to Hurricane Laura for eight days logging 275 hours.

These deployments kept the Administration Division busy with all of the paperwork to seek reimbursement for our costs. From our cooperator costs, to expenses while deployed, to calculating backfill costs, this comprehensive process is required to submit completed financial packets for each deployment. The department has been reimbursed for all of our costs for these deployments.

2020 also brought some staff changes when Engineer Jim Ruther retired in July after nearly 25 years of service, and Battalion Chief Matt Goudy retired in August with just over 25 years of service. With these vacancies, we conducted interviews and promoted three members: Firefighter/EMT Taylor Reifschneider was promoted to Engineer, Lt. Cameron Nelson was promoted to Battalion Chief, and Firefighter Randy Rafferty was promoted to Lieutenant. In addition, Firefighter/Paramedic Paul O'Brien and Firefighter/EMT Damian Cappel, successfully completed their academy in August. Congratulations to all! Lastly, Firefighter/EMT Josh Kenney joined the team in December and should finish his academy in May 2021.

Throughout it all, key office staff continued to come into work and support day-to-day operations. While wearing masks was necessary to remain compliant with health and safety guidelines, their workspace/offices allowed for social distancing. They were able to be available for the public, although the number residents coming to headquarters decreased. The public was, and continues to be, so gracious during these challenging times. Our



thoughtful and caring community brought food, gift cards, hand sanitizer, masks and gloves for our department. These acts of kindness and generosity were not taken lightly and served as a powerful reminder of the gratitude we have for the community we serve.

Emergency Management

The Castle Rock Fire and Rescue Department also serves as the emergency management agency for the Town of Castle Rock. As such, the past year consumed countless hours of meetings to understand the scope of the COVID-19 pandemic and coordinate response and recovery efforts with other Town departments, regional, state and national partners. Deputy Chief Martin served as a liaison with the State Emergency Operations Center and Colorado Department of Health and Environment (CDPHE). Assistant Chief Rollins was temporarily reassigned to the Douglas County Emergency Operations Center (EOC) and also served as a liaison to the Tri-County Health Department. Overall, CRFD committed 5,457 hours to the pandemic, planning, response and recovery in 2020.

Aside from COVID-19 efforts, CRFD participated in three Douglas County EOC activations for wildland fires throughout the County. The largest fire, the Chatridge 2 in Highlands Ranch, required 13 different agencies and eight air resources. This incident had multiple CRFD members respond as part of the initial attack, EOC team, or the countywide Incident Management Team. While several hundred acres burned and over 900 homes were evacuated, there were no structures lost or any firefighter or civilian injuries.



Accreditation

CRFD is committed to continuous improvement. As one of 288 Internationally Accredited Agencies through the [Commission on Fire Accreditation International \(CFAI\)](#), the department strives for excellence in every division, program and service delivered. Additionally, three CRFD members served as CFAI peer assessors in 2020. CRFD also supports its members in their personal and professional development through the [Commission on Professional Credentialing \(CPC\)](#). Internationally, there are 2,603 professionally credentialed officers. CRFD has nine members holding one professional designation, and one member holding two professional designations.



Credentialed Officers	CRFD	Internationally
Chief Fire Officer (CFO)	3	1,551
Chief EMS Officer (CEMSO)	1	152
Chief Training Officer (CTO)	0	152
Fire Marshal	0	198
Fire Officer (FO)	6	550

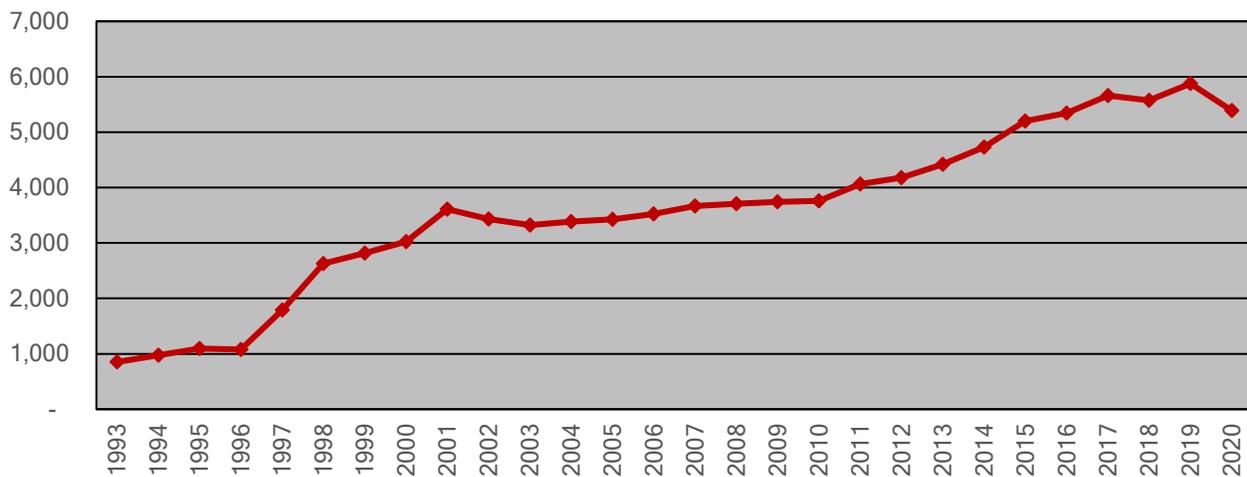
Even with the time and efforts dedicated to the COVID-19 response and recovery, the department’s accreditation efforts continued with the adoption of the [2020-2025 Strategic Plan](#), update and adoption of the [Standards of Cover](#) document, submission of the Annual Compliance Report and approval by CFAI, and continued work updating the department’s Master Plan.



2020 Performance and Compliance

CRFD is an “all-hazards” department, responding to several categories of incidents: fire, EMS, hazardous materials, wildland fires and technical rescue. In 2020, CRFD responded to 5,392 calls for service, an 8.3% decrease from 2019. This decrease is largely attributed to the COVID-19 pandemic. Depending on the type or complexity of an incident, multiple apparatus may be needed. In 2020, the 5,392 incidents required 11,392 apparatus responses.

Annual Calls for Service



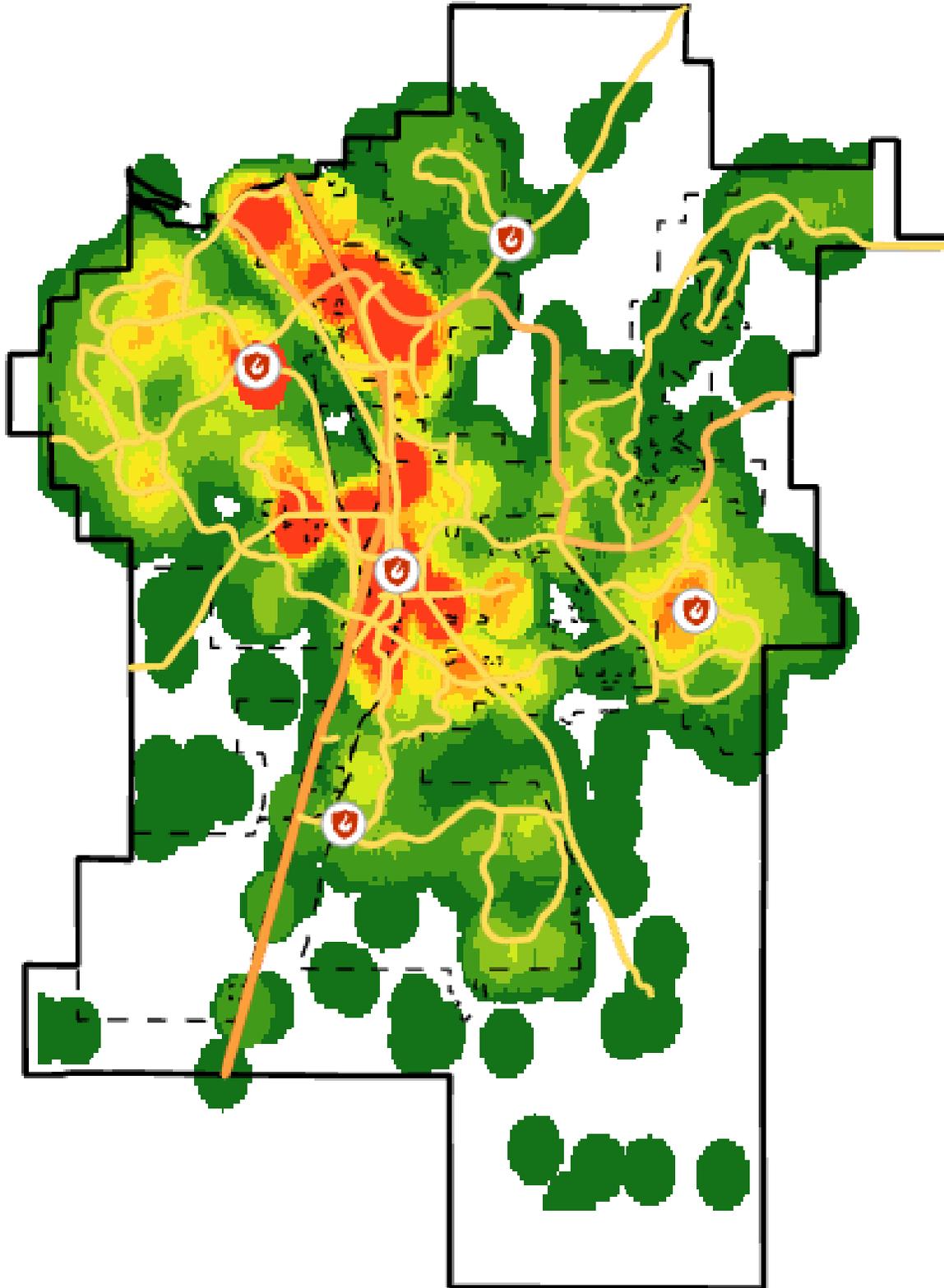
CRFD tracks several performance metrics on a monthly, quarterly and annual basis. The table below reports CRFD performance in two ways; the 90th percentile and compliance to a benchmark. The 90th percentile is the department’s performance 90% of the time, with only 10% of the responses exceeding that time. This provides a much better indication of performance than the average. The percent compliance is simply the percent of the incidents the department met compared to its adopted performance goal.

2020	90 th %	Change from 2019	Benchmark
Call Processing	0:50	-0:42 -46%	1:00 92%
Turnout Time	1:48	-0:01 -1%	1:38 84%
1 st Due Total Response Time	7:40	-0:30 -6%	7:10 87%
Effective Response Force: EMS	9:20	-0:40 -7%	8:10 87%

- Call Processing: time from receipt of call in the 911 center to dispatching of units
- Turnout Time: time from dispatching of units to units en route
- 1st Due Total Response Time: time from receipt of call to arrival of the 1st unit on-scene
- Effective Response Force EMS: time from receipt of call to the arrival of both a medic unit and fire truck



The map below shows the distribution of CRFD's calls for service in 2020. The more concentrated the call density, the color changes from green to red. As seen, the highest call density is the Downtown area, followed by the Founders retail area, outlet mall and the Promenade.



LIFE SAFETY DIVISION

Fire Marshal Narrative

IN 2020, the division was very excited to introduce the shift concept involving the Fire Prevention Officers (FPO). However, as quickly as it started, it ended due to pandemic related circumstances. This brought the FPOs off-shift, forcing a very irregular schedule. Although they worked on the same days as their assigned shift, they worked “on-call” from their residence. Initial thoughts that construction would take a downturn during this time proved to be incorrect. Early in the pandemic, construction was deemed an essential sector. Throughout the Town construction activities remained constant, as did the need for inspections. When construction inspections were needed, an FPO came in, completed the inspection, and then went home. The public educators also left the office to work from home as health orders came out that limited interaction with the public to essential contact only.

In mid-June, everyone returned to the office for “normal operations.” Just like the rest of the world, the department was trying to figure out how their life looked from here on out. Things were looking up, and then around the end of October, things looked bleak again. The educators went back home; however, the FPOs were on a modified schedule and were able to assist with day-to-day duties.

Fire Prevention Bureau

As mentioned above, change was the only constant that happened this year. Once we got into the swing of one restriction and ways to make this good, we would receive another that would create problems of its own.

Over the course of the year, this team had a total of 8,118 hours dedicated to their primary roles and responsibilities. This included, but was not limited to, 1,534 plan reviews, 1,369 construction inspections, 2,063 existing business inspections, 93 citizen complaints, and 59 citizen inquiries. The 2,063 inspections consisted of 913 separate occupancies, which is roughly 40% of the total commercial occupancies within the Town. Additionally, the Fire Prevention Bureau logged nearly 1,000 hours for investigations, law enforcement support and activities, responses and training.

Public Education

Public Education took on a whole different meaning this year, as all things in the public education arena were transitioned to working from home and moving to an electronic or virtual platform instead of traditional in-person programs.

The public educators took on the task and performed with flying colors. Educators adapted to restrictions while continuing to strive to provide the best services to community members. Examples of this included: implementing a virtual car seat install process to keep CRFD members and community members safe, utilizing a variety of virtual platforms to continue to offer services while maintaining a presence within the community (career fairs, safety trainings for businesses, etc.). The



educators came up with the idea of virtual tours of the firehouses to keep the public apprised of the happenings in the firehouses. This provided a firm reminder that the Fire and Rescue Department was there to assist even in these tough times. The line staff took these changes to heart as well and came up with some great ideas. A new program that came out of this was [“Books and Badges,”](#) which was highlighted by a local media outlet. Team members read children’s books while another member records them on video. The video was then posted on the Town of Castle Rock Facebook page for all to enjoy.



Despite the fluctuating COVID restrictions for the community, CRFD was still

able to participate in a number of drive-by events. To close out 2020, Santa and Mrs. Claus were used throughout Town in a fire truck escorted by the Castle Rock Police Department. These events included personnel from Information Technology (specifically GIS), Public Works, Community Relations, Police and Fire. The Town developed a Santa Tracker app so residents could follow Santa and Mrs. Claus’ journey through the Town, and be sure to greet them as they drove by. This event was well-received by the community, and a lot of fun to put together. Keep an eye out for Santa in 2021!



The public education team also started to update the department’s Youth Firesetting Intervention Program. This program focuses on identifying youths who have engaged in fireplay and educating the child and their family members in an attempt to reduce the number of fires and fire-related injuries. This included researching and collecting information from other departments throughout the country, then using this information to create a version for the department to use. We hope to launch the or a new program in 2021.

All in all, the public education members logged just over 2,018 hours during 2020 for public education events.



LOGISTICS DIVISION

2020 saw the first full year of operation for the Logistics Division. As with all of the other divisions, many challenges came with 2020 and the COVID-19 pandemic. Large portions of our time (488 hours) were spent searching for, purchasing and distributing PPE and equipment so the department could continue to provide the services that the community has come to expect. As we saw throughout the nation and world, PPE, such as N-95 masks, gloves, gowns and the like, became difficult, if not impossible to find. Some masks that became available, labeled and sold as genuine N-95 masks, but did not meet the CDC or FDA requirements. The department decided very early it would not put its staff at increased risk by the use of inferior products. Instead, the search for approved products continued. Additionally, the division found ways to extend the use of the PPE



already on hand. One of the ways this was accomplished was by building three ultra-violet (UV-C) decontamination boxes. These allowed members to decontaminate their protective N-95 masks for reuse up to five times, in turn slowing the burn rate of our PPE. The Division was also able to secure Tyvek suits, half-face reusable respirators, cloth masks, gaiters and eventually Powered Air Purifying Respirators (PAPRs) for every member. To ensure the fire stations and apparatus were clean, 10 Victory electrostatic sprayers were purchased, one for each station and medic unit (ambulance). These allowed each fire station to be sanitized at shift change and medic units after the transport of a suspected COVID patient. In total, CRFD spent \$357,069 in PPE and supplies specific to COVID during 2020. Much, if not all, expenses were eligible for reimbursement through the CARES Act money the Town was eligible for.

In addition to the PPE and sanitization equipment, the department received approval for PPE / gear extractors and dryers to be installed in every station. This is in line with 2020-2024 Strategic Plan, Strategic Goal #6: Equip all facilities to minimize return to service times and provide for the ongoing health and wellness of department members. Before this, CRFD had two extractors and two dryers for all five stations to share. These additional extractors allowed each station and crew members to clean and sanitize their gear without having to travel to another fire station and interact with other crews.

Due to the scope of work performed by the members of the Logistics Division, working remote was not an option. Logistics and Equipment Support Technician (LEST) Keegan continued to keep the department supplied with tools, equipment, uniforms and all types of PPE. Regardless of the pandemic, Mr. Keegan coordinated the annual required testing of fire hoses, ground ladders, and Self Contained Breathing Apparatus (SCBA). Each of these items represents a critical part of the service the CRFD provides, and annual testing is mandatory to remain compliant with National Fire Protection Association (NFPA) and Insurance Services Office (ISO) requirements.

Work also continued as normal for Sr. EVT Jennings, addressing day-to-day issues, performing preventative maintenance and completing repairs of all the department's apparatus, medic units and brush trucks. Using the *Faster Fleet Management* program, the division can now track repairs and maintenance to a higher degree. This information allows us to understand the percentage of scheduled vs. non-scheduled repairs by individual apparatus and for the whole



fleet. The scheduled vs. unscheduled percentage for the year was 58.6% vs. 41.4% of hours billed. The goal is to have a higher scheduled percentage as this means repairs are being caught and taken care of before they become breakdowns or emergencies, potentially causing an interruption in service delivery.

Additionally, the division was able to track labor hours dedicated to fleet maintenance. In 2020, Sr. EVT Jennings logged 69.2% of his time (1440 hours) to fleet maintenance. Additionally, the division was able to track labor hours dedicated to fleet maintenance. In 2020, Sr. EVT Jennings logged 69.2% of his time (1440 hours) to fleet maintenance. Per the Government Fleet magazine and generally accepted government fleet maintenance standards, maximum utilization is 70%, allowing for administrative duties and time off. Understanding staff utilization, workload, and space requirements are critical in forecasting the division's needs as the Town, community, and department continue to grow. This has also been identified in the department's 2020-2024 Community Drive Strategic Plan, specifically Strategic Goal #2: Plan and Implementation of Fleet Services and Logistics Facility Plan.

Another highlight from 2020 included performing annual NFPA pump testing for several surrounding fire departments, including Franktown Elizabeth, Black Forrest, Tri-Lakes / Monument and Larkspur fire departments. Due to the economic downturn caused by the pandemic, the pump testing was done free of charge. Aside from helping our neighboring departments, this ensures that when CRFD requires mutual aid, the incoming units have been tested to current standards.



The division also specified, fitted and placed a new collapse response trailer in service at Station 154, a new staff vehicle for Chief 153, a new medic unit for Station 151 and a new fuel vault at Station 155. Additionally, throughout the pandemic, Chief Gile continued coordinating efforts on the PSTF North building. In June 2020, a temporary certificate of occupancy was issued allowing limited use of the facility. Finishing touches and additions have continued to be made throughout the year, and the final certificate of occupancy was issued in February 2021. The North building provided much needed classroom space for the Town, and our public safety departments in particular.

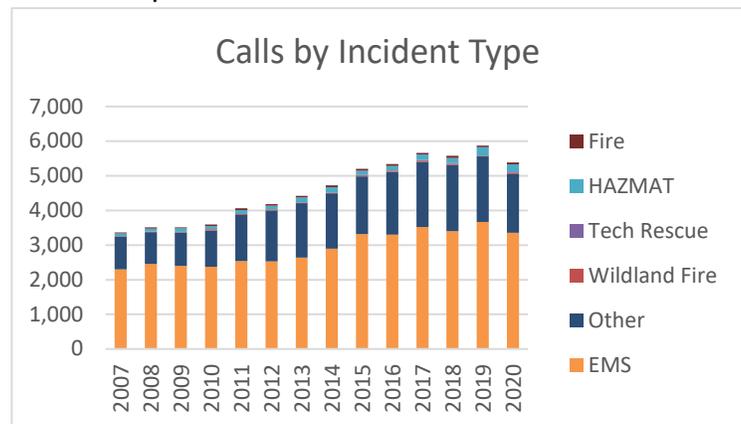
Work also continued in line with 2020-2024 Strategic Plan, Strategic Goal #4: Review and update software and hardware technologies. This has included: pilot of Sierra Wireless gateways to be placed on apparatus, and a pilot of FirstNet Cellular service to replace current coverage. Both of these have been evaluated and are in the process of implementation due to successful pilot projects. This gives members greater connectivity which allows for quick and efficient dispatch information and updates via Mobile Data Computers in the response apparatus.

The Logistics Division also continues to work closely with other departments throughout the Town, to include: Town Managers Office, Town Attorney's Office, Facilities, Finance, Fleet, Division of Innovation and Technology, Parks and Streets Departments. Without their support and help, many projects would be difficult or impossible to accomplish. Some of these have included: supplemental snow removal, fire station repairs or upgrades, landscaping at fire stations, infrastructure install for extractor installation and contract approvals to mention a few.



OPERATIONS DIVISION

The Operations Division responded to 5,392 calls for service, an 8.3% decrease from 2019. This decrease is largely attributed to the COVID-19 pandemic. Consistent with the last several years, Emergency Medical Services (EMS), at 62% of the calls, continues to be the majority of the call volume. Non-wildland fires accounted for 1.0% of all calls in 2020, threatening over 8.9 million dollars in property. The department estimated a 97% save rate with over 8.6 million dollars saved. Thankfully, there were no firefighter or civilian unjuries or fatalities in 2020.



This past year brought change and adaptability to the Operations Division. The department had to continually adapt and adjust to Federal, State and local guidance as the pandemic continued to unfold. Working with the Logistics Division to secure PPE was a high priority to ensure the safety of our members and residents. One of the most significant changes was adding a COVID-specific ambulance. This required a change to the staffing and deployment model, adding one overtime firefighter to the daily minimum staffing. The unit was stocked with the minimum necessary basic and advanced life support tools and equipment needed to provide for COVID-19 patients and was sealed between the patient area and cab. After each patient transport, the unit was thoroughly decontaminated before returning to service. By deploying this unit, the department minimized the exposure and contamination to the primary ambulances, thereby decreasing possible cross-contamination to subsequent patients. Unfortunately, even with all our precautions and PPE, we had several members contract the virus. Thankfully, all of them recovered, and the department never dropped below its minimum staffing level of 22 personnel on duty.



The department continues to be extremely proud of its EMS care and, in particular, the cardiac arrest save rate. In 2020, the save rate was 15%, which continues to exceed the national average of roughly 8%. Again, there was a drop in residents calling for medical care this past year, which is believed to have affected this save rate. The department's cardiac save rate has been above the national average for the past 10 years. Residents who have taken a CPR class play a very important role in this success, as they start performing life-saving measures immediately and prior to our arrival. They are the first link in a chain of success, and we thank them for taking the time to help in saving a life!

Firefighters Mitch Murphy and Kendall Compton successfully completed paramedic school and field internships after approximately 10 months of hard work. Congratulations to both for earning their paramedic certifications!



CRFD was awarded the Prehospital Provider of the Year Award from the Colorado Trauma Network. This award is given annually to one provider, so we are very grateful for this recognition!

In 2020, the department also continued our involvement in the Douglas County Mental Health Initiative, Community Response Team (CRT) Program. Through this program, we work with our law enforcement partners within the Town and the County, as well as mental health clinicians, to ensure that patients can be transported in the appropriate manner to the appropriate facility, resulting in financial savings for the patients, Town and Douglas County.

A sincere thank you, once again, goes out to our Town Council, Town staff and our community. We took possession of a new ambulance in 2020 that was assigned to Station 151, located Downtown, and this could not have been done without the support of all.



In the Operations Division, we maintain our focus to fulfill the vision to **“To be the best at providing emergency and prevention services.”**



TRAINING DIVISION



The Training Division continued to provide and facilitate training in a wide variety of subjects, totaling more than 25,000 training hours during a year where traditional training methods were challenged – which is a tremendous statement about our department's commitment to preparedness. As an all-hazards department, it is the responsibility of the Training Division to ensure operational readiness in all capabilities. Each year, CRFD trains in all services and disciplines provided to residents, including fire, EMS, wildland, hazmat and technical rescue.

In addition to the move to more virtual trainings, we were able to redesign our hands-on training delivery into a format that could conform to pandemic-related restrictions. These “20s Drills” proved to be very successful and a great way to continue to support our crews' preparedness efforts. Both the Training Division and the line found such value in this method, that we intend to continue these trainings moving forward.



The Training Division participated in the Battalion Chief and Lieutenant promotional process, and conducted an Engineer promotion process. These promotions opened two firefighter vacancies. The division was able fill the vacancies to by selecting candidates from an existing eligibility pool. The two new members (Cappel and O'Brien) completed an internal lateral academy. This was the first internal academy the department has done in over a dozen years. Later in the year, another firefighter position opened with the departure of a member to a larger department. Again, the division filled the vacancy through the existing candidate pool, this time exhausting the pool. Firefighter Kenney is completing his academy as part of the West Metro Fire Training Academy and expected to finish in May 2022.



Construction was completed on the PSTF North Building, and we immediately began using the new space for both hands-on and classroom training sessions. The Fire Training Center also continued to undergo improvements and big upgrade projects were started with an expected completion in 2021.



Training Division Purpose Statement:

WE EXIST SO THAT THE ACTIONS OF THE DEPARTMENT PROVIDE THE CITIZENS OF CASTLE ROCK WITH THEIR BEST POSSIBLE OUTCOME.

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