

UPPER PINE RIVER FIRE PROTECTION DISTRICT

ANNUAL | 2020

# Report





**“We will be leaders in rural EMS and fire protection serving the four corners region.”**

## Mission

The Mission of the Upper Pine River Fire Protection District is to provide exceptional service through response and mitigation of all risk/hazards in the Upper Pine River Valley and Region.

## Vision

Building resilience in our communities  
Engaging our neighbors in collaborative ideas

Innovative financial strategies  
Delivering outcome based medical, rescue, and fire services  
Empower employees to engage in district processes  
Approach problems as opportunities through “Just Culture”  
Supporting staff in their professional development



The Upper Pine River Fire Protection District provides all-risk/hazard fire, rescue, and emergency medical services to 265 square miles of eastern La Plata County and a small portion of the western part of Archuleta County in southwest Colorado, located near the Four Corners of Colorado, New Mexico, Arizona, and Utah. We proudly serve a permanent population of approximately 14,000 residents. The popular vacation area of Lake Vallecito increases our summer population with seasonal residents largely from Texas, Oklahoma, and New Mexico.

The District includes the Town of Bayfield, Gem Village, and the communities of Forest Lakes, Vallecito Lake, and Lemon Reservoir. We also cover the County Road 240 corridor from County Road 246 to above Lemon Dam to the Forest Service Boundaries. The topography includes several urban interface and intermix neighborhoods. The District works closely through mutual aid with the US Forest Service and surrounding fire districts to protect the community.

In 2020 there were 936 recorded calls for help. Of those calls, approximately 65% or 612 were a request for emergency medical services. Over 10% of the District calls are for public assist- helping elderly or disabled people with getting back in bed or with movement. The District employs 30 full-time firefighters that are supplemented by 20 part-time members and 5 support staff. During spring and summer, typically mitigation services are performed utilizing seasonal crews and part-time members in conjunction with private contractors. These services are primarily for grant-funded projects on private property and watershed areas. When feasible, assistance to ranchers and farmers with agriculture and ditch burns is provided in the Spring.

We maintain eight fire stations, three of which are staffed 24 hours in Bayfield, Forest Lakes, and Lake Vallecito. The administrative office building is located in the Town of Bayfield at 515 Sower Drive. Resident firefighters are housed in stations on CR 240 and at the Vallecito Dam. Resident firefighter’s response to calls and maintain stations.

The Upper Pine River Fire Protection District is an autonomous Special District of Colorado; non-profit with the major revenue source of a mill levy and ambulance fees. Additional sources are grant awards and federally funded wildland firefighting. We are governed by a five-member Board of Directors elected at-large by their constituents, each serving a staggered four-year term. The Fire Chief oversees the general operations in accordance with the policy direction prescribed by the Board of Directors.

# Contents

## PG.3-4

FIRE CHIEF & BOARD PRESIDENT  
MESSAGES

## PG.5-6

ORGANIZATIONAL CHART  
DISTRICT MAP

## PG.7-8

FINANCIALS

## PG. 9-10

OPERATIONS DIVISION

## PG. 11-12

EMS DIVISION

## PG. 13-18

EMS SURVEY RESULTS

## PG. 19-20

COVID-19

## PG. 21-22

SPECIAL OPS  
TRAINING & INTERNSHIP

## PG. 23-24

WILDLAND REPORT

## PG. 25-26

BY THE NUMBERS  
MAJOR INCIDENTS

## PG. 27-28

RETROSPECTIVE  
AWARDS

## PG. 29-30

BOARD RETIREMENT &  
SWEARING IN



Captain Brian Leewitt talks with the late Jerry Horton, a retired firefighter from Dekalb, Illinois and resident of Evenings Porch.



Station 65 B Shift rescues a litter of puppies from a house fire on CR 526.

# Fire Chief



The Fire District is pleased to present the fifth annual report to the community. The annual report is designed to keep the residents, seasonal homeowners, and visitors to the Pine River Valley up to date on our financial performance, operational effectiveness, and accomplishments. In 2020, the District was faced with some of its greatest challenges: a pandemic, another record wildland season, and the constant need to balance the District's finances to support operations and capital replacement.

We achieved financial independence for the first time in over a decade by paying off the debt incurred for equipment and buildings by former administrations. We received a Certificate of Achievement for Excellence in Financial Reporting for the 8th consecutive year from the Government Finance Officers Association. This program has been in place for over 45 years and establishes a standard for financial best practices for government organizations.

There were two significant wildland fires this year, one on Country Road 245 and one on County Road 509. Both were contained with no structures lost. The district sent resources across the State of Colorado for those less fortunate and to Texas as part of the FEMA COVID-19 response.

This year we also achieved a rare 100% cardiac arrest save rate with three patients leaving the hospital neurologically intact and returning to their normal lives. While the District Cardiac Arrest Rate is a small part of the call volume with only 3 occurring in 2020, our crews were able to resuscitate every one of them. This was possible often due to good bystander CPR. COVID-19 has made it very risky for an individual to intervene as a bystander, yet this was the situation at Momentum Fitness where a man was saved by quick and selfless actions. The bystander, Susanne Evans, received State recognition for her administration of CPR in the gym before Upper Pine crews arrived.

The District also received recognition from the Children's Hospital of Colorado for our focus on Pediatric Care. We remained fully supportive of the San Juan Basin Health District and La Plata County with COVID-19 services in testing and planning for vaccination clinics for the public in early 2021.

All the achievements in the 2020 Annual Report would not have been possible without the dedicated efforts of the men and women at the Upper Pine River Fire Protection District. It is a unique workforce and an honor to lead a group of people with this level of commitment and dedication to the Pine River Valley.

Sincerely,

Bruce Evans, MPA, NRP, CFO, SPO  
Fire Chief  
Upper Pine River Fire

# Board President

The year 2020 has been one for the record books and not for all the right reasons. The District has experienced all the challenges that everyone else has faced this year. Our responders and their families have been locked down at a higher level than the general public as a result of our commitment to support a readiness level that enables us to serve the community. Even with significant measures to minimize exposures, several staff and families have suffered from Covid-19. One of our responders spent several days in the hospital in critical condition.

Despite the Covid-19 challenges, the District had some major accomplishments this year. Through years of planning and leveraging of grants and outside resource deployments, the District retired \$800,286 of debt and is now debt-free. When the District asked the citizens for a bond to improve services over a decade ago, we stepped up and are now recognized as a top tier performing emergency service organization. Even with these efforts, our revenue base has decreased over the past decade. Through the leadership and vision of Fire Chief Bruce Evans and the support of the Board of Directors, I am confident that Upper Pine River Fire Protection District will continue its mission to the members of our community to “provide exceptional service through response and mitigation of all risk/hazards on the Upper Pine River Valley and Region”.

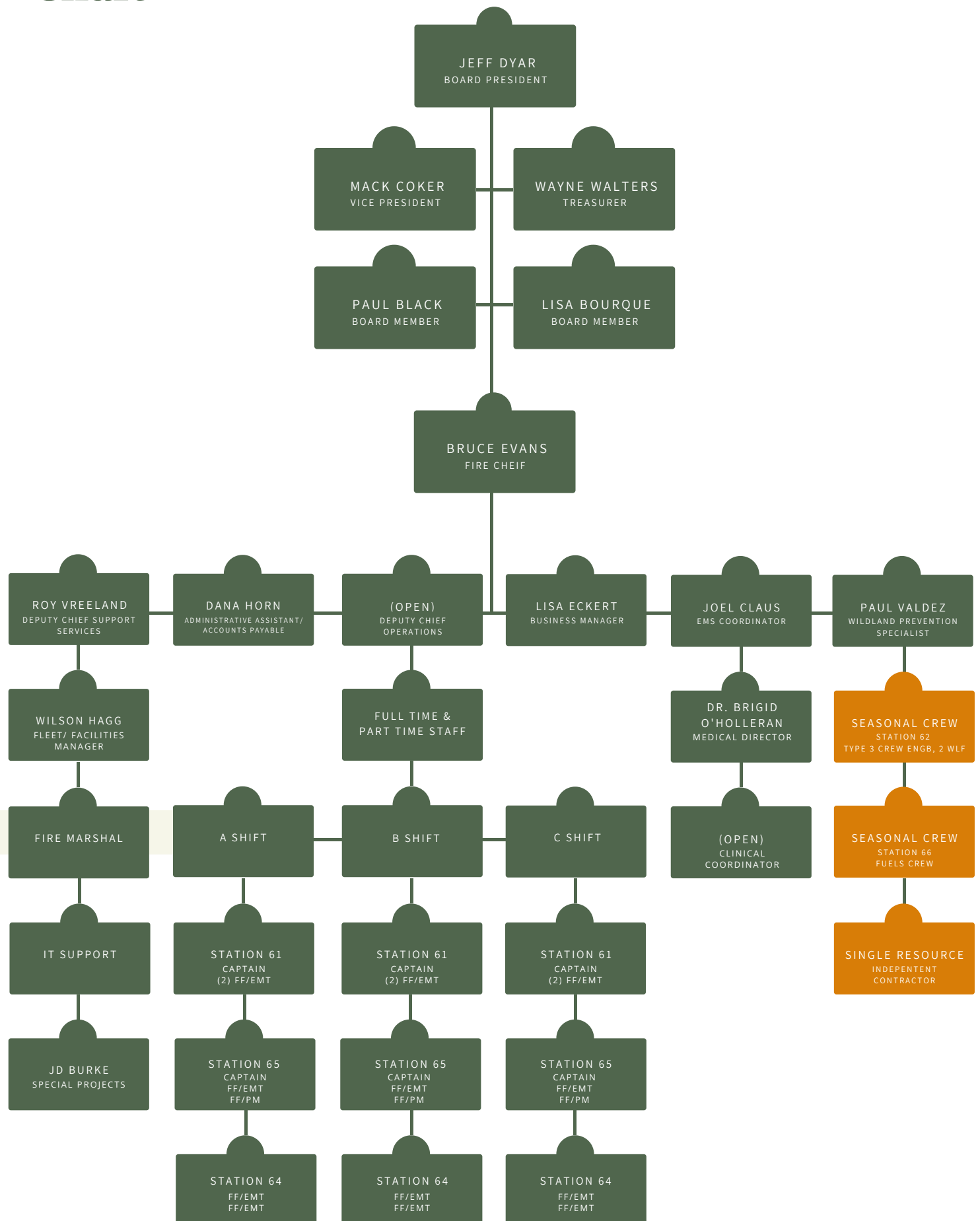
Respectfully,



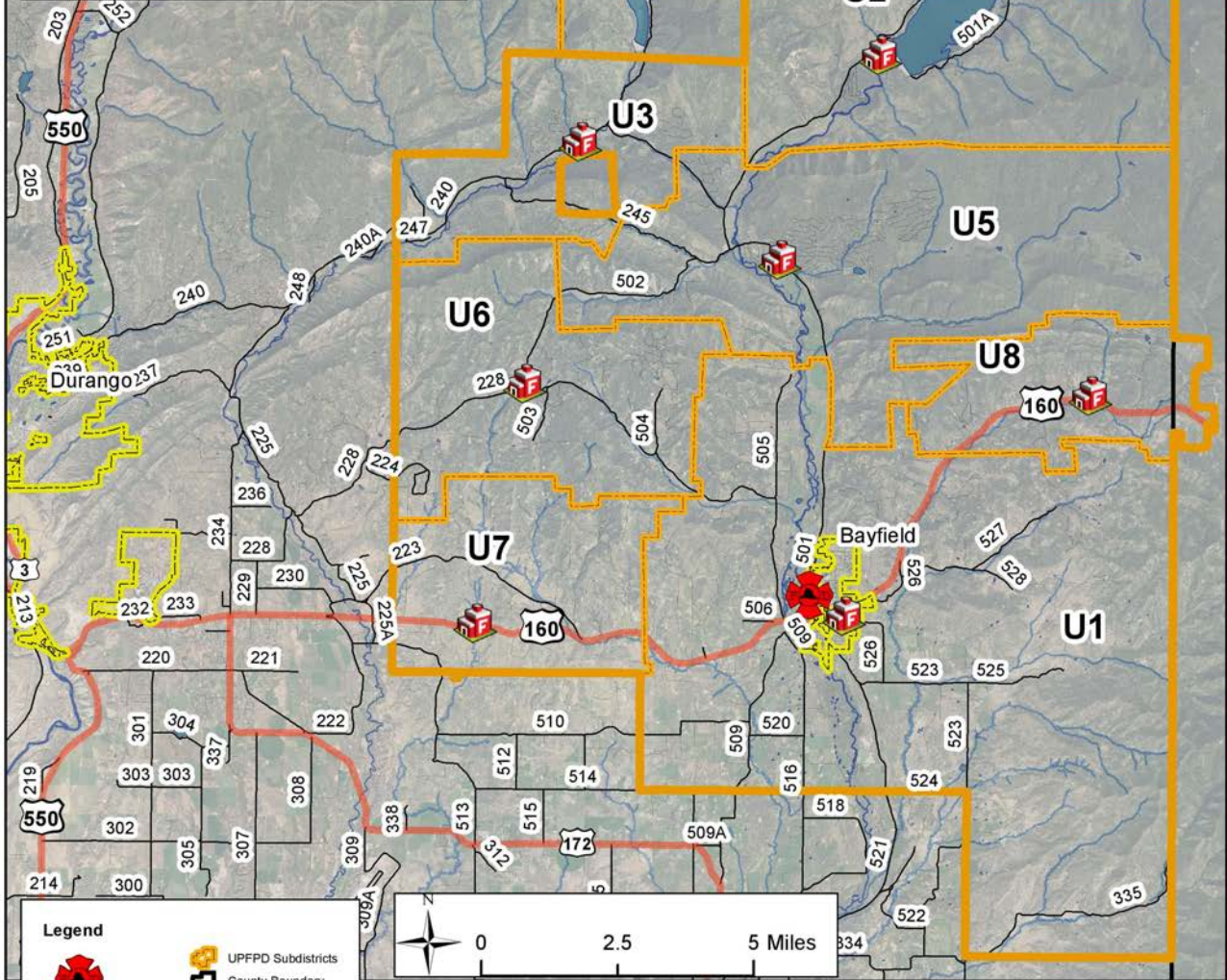
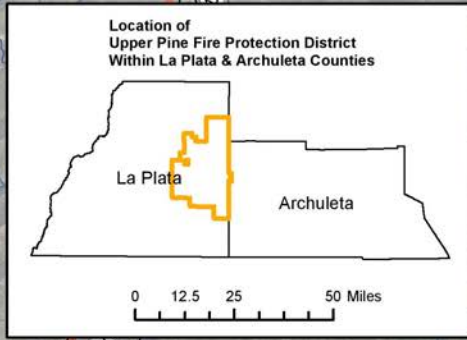
Jeff Dyar  
Board President



# Organizational Chart



# UPFPD Subdistricts and Station Locations



**Legend**

- Admin Bldg
- Stations
- UPFPD Subdistricts
- County Boundary
- City Limits
- Lakes & Rivers
- Streams
- UPFPD

**UPPER PINE RIVER**

La Plata County  
Colorado  
Geographic Information Systems

ADMIN: 515 Sower Dr  
 STATION 1: 75 S. Clover Dr  
 STATION 2: 13100 CR 501  
 STATION 3: 13407 Cr 240  
 STATION 4: 80 W. Vallecito Creek

STATION 5: 6891 CR 501  
 STATION 6: 8476 CR 502  
 STATION 7: 35191 W Hwy 160  
 STATION 8: 49342 E Hwy 160

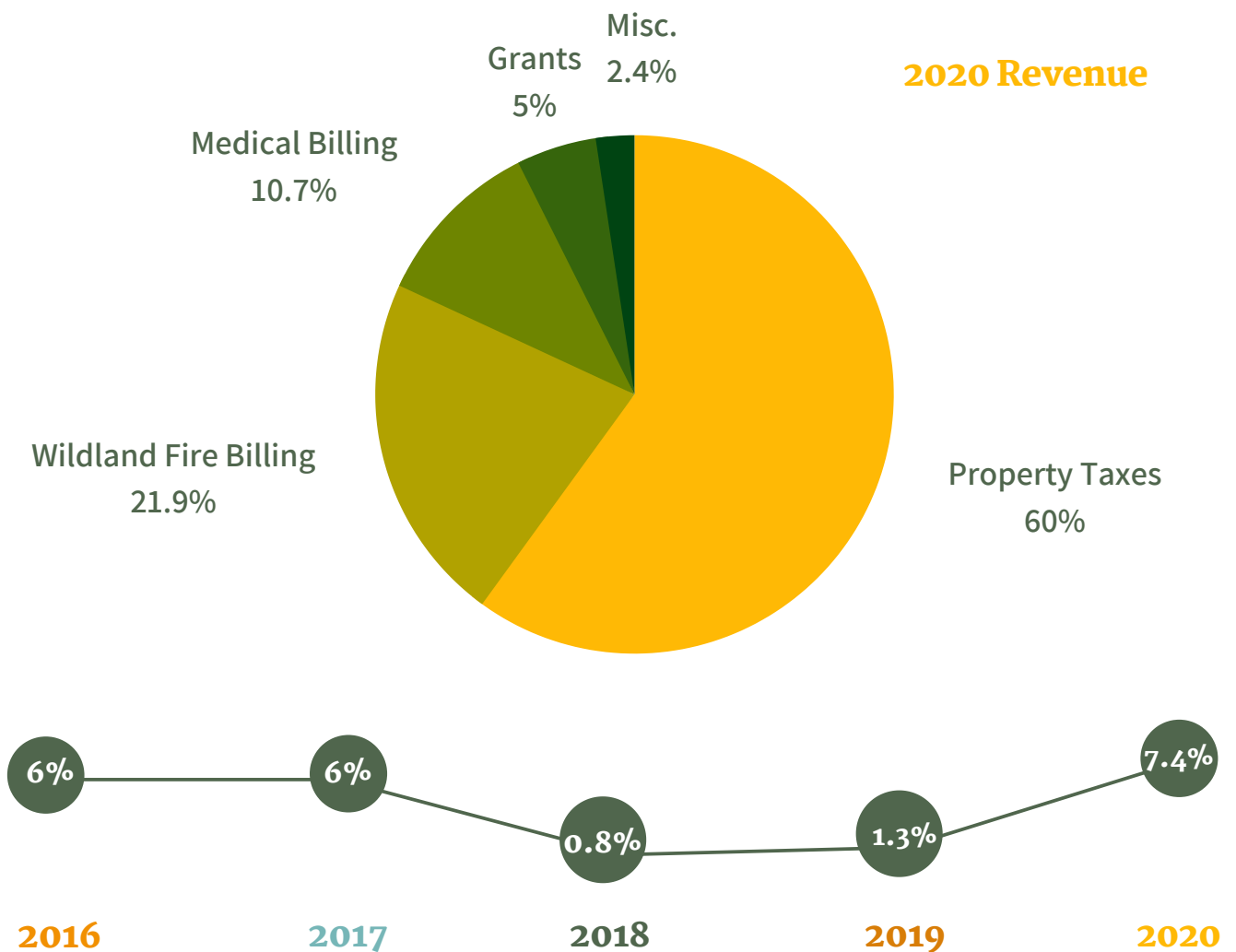
# Financial Snapshot

The Finance Division prepares the annual budget and monthly financial statements by reconciling bank accounts, tracking expenses and invoices for inter-agency services, and manages cash and debt. It also prepares the annual comprehensive financial report, which includes detailed audited financial statements and statistical information. It ensures compliance with District policy, State and Federal law and generally accepted accounting practices.

To ensure the safe and effective use of taxpayer's dollars, the Upper Pine River Fire Protection District is audited annually by a team from Rubin Brown LLP a Certified Public Accounting firm based in Denver, Colorado. Copies of past audited comprehensive financial reports are available on our website:

<http://upperpinefpd.org/board-and-financials>

In 2019, the District received a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). This is the eighth consecutive year the District has received the award. The purpose of the award is to recognize local governments that go beyond the minimum requirements of generally accepted accounting principles to prepare comprehensive annual financial reports that evidence the spirit of transparency and full disclosure.



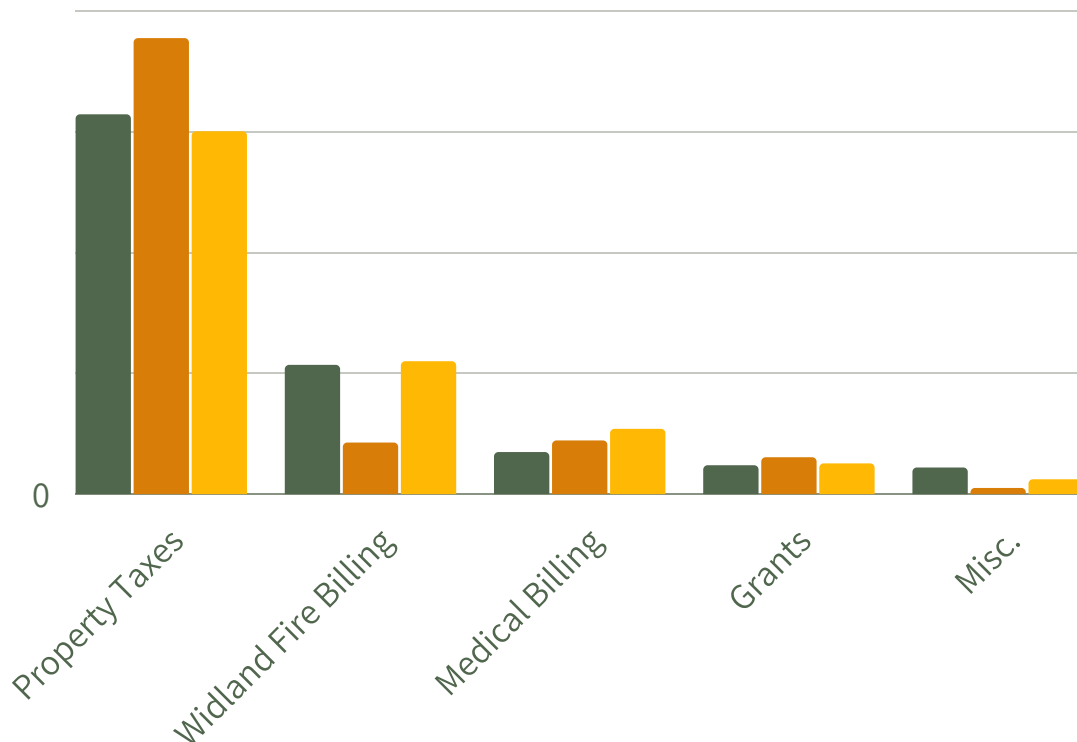


# Revenue Trends

2018

2019

2020



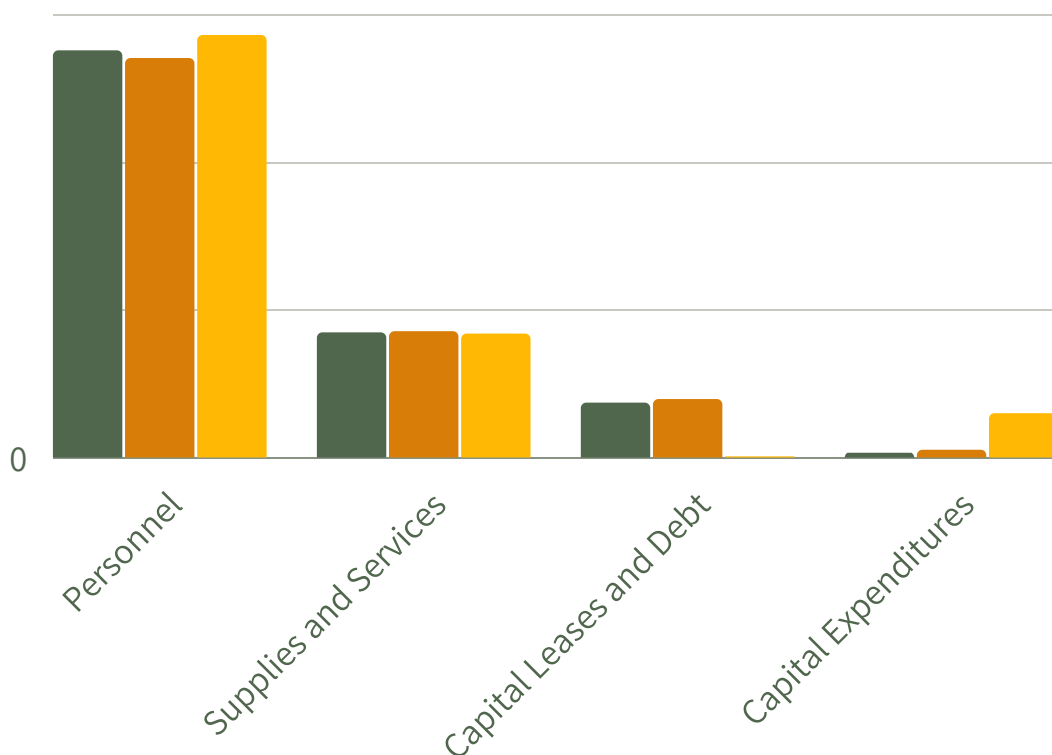
The major source of funding for Upper Pine River Fire Protection District is the property tax levy which makes up 60% of revenue. Revenue generated from contracting with federal agencies for manpower and equipment used to fight wildland fires accounts for 21.9% of revenue. EMS fees, grants, and miscellaneous income comprise the remaining amount of revenue. Total revenues in 2020 were approximately \$4.9 million. Total expenditures were approximately \$4.7 million.

# Expenditure Trends

2018

2019

2020



# Operations Division



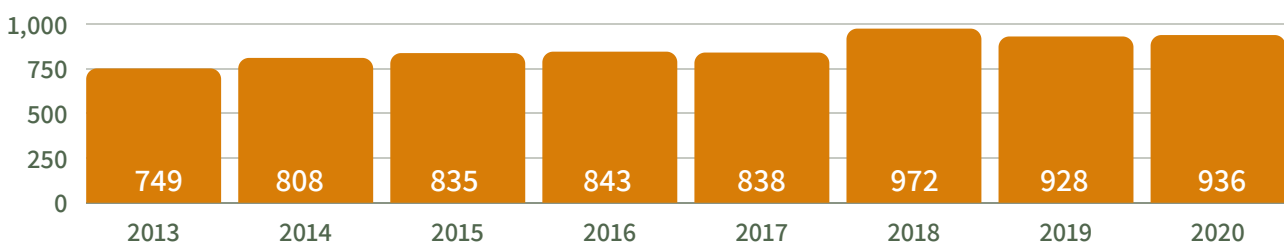
The Operations Division responds to calls for help and is an all-hazards response team. The response time goal is for an Upper Pine unit to arrive at all emergency medical response requests in Districts 1, 5, and 4 within 8 minutes 59 seconds 80% of the time. Within the remaining districts, the response time goal is 14 minutes 59 seconds 80% of the time. The District in conjunction with our mutual partners, support, and command staff strives to assemble an effective firefighting force under the NFPA 1710/1720 standard placing 10 firefighters on the scene of a structure fire in 20 minutes 80% of the time. While the fire district name implies firefighting, emergency medical is the bulk of our business with over 65% of the call volume being EMS. We also provide technical rescue services with high and low angle rescue, swift water rescue, vehicle/machinery rescue, and confined space rescue with some trench rescue capabilities. We also have hazardous material operational capabilities.

Pre-planning is part of daily fire prevention conducted by the firefighters, which includes activities like building familiarization and inspections. Crews participate in training, public education, vehicle and equipment maintenance, and other routine activities daily. On a typical day, the staffing of on-duty firefighters is 8 per day (two fire captains, one paramedic, and five firefighters) with a minimum of 6 and a maximum of 10 depending on risk assessment and participation of part-time staff. The overall staffing is 30 full-time employees supplemented with reservists. We operate three fire stations with full-time staff: Station 1 (Bayfield), Station 5 (Forest Lakes), and Station 4 (North Vallecito). Station 6 (Bellflower) and Station 2 (Vallecito Dam) are staffed with seasonal wildland firefighters from April to October. Station 3 has a resident firefighter (CR 240), Station 7 (Narrow Gauge), and Station 8 (Deer Valley) has equipment that can be manned as needed.

Our response time goals are designed to meet the District's Standards of Cover, the National Fire Protection Association's 1710/1720 Standard and the American Heart Association's response guidelines for Stroke, Cardiac Arrest and Acute Myocardial Infarctions (Heart Attacks).

- Suburban Zones with 500-1000 people/sq. mi. call for 10 staff to assemble a fire attack in 8 minutes, 80% of the time. (DISTRICTS 1, 4, 5)
- Rural Zones with <500 people/sq. mi. call for 6 staff to assemble a fire attack in 11 minutes, 80% of the time. (DISTRICTS 2, 3, 6, 7, 8, 9)

## Call Volumes



## Basic Incident Type Code And Description (FD1.21)

Total Fires	2	424 - Carbon monoxide incident	4
100 - Fire, other	2	442 - Overheated motor	1
111 - Building fire	6	444 - Power line down	8
113 - Cooking fire, confined to container	2	500 - Service call, other	1
114 - Chimney or flue fire, confined to chimney or flue	3	531 - Smoke or odor removal	1
122 - Fire in motor home, camper, recreational vehicle	1	542 - Animal rescue	2
123 - Fire in portable building, fixed location	1	550 - Public service assistance, other	4
132 - Road freight or transport vehicle fire	1	551 - Assist police or other governmental agency	12
140 - Natural vegetation fire, other	1	553 - Public service	8
141 - Forest, woods, or wildland fire	12	554 - Assist invalid	7
142 - Brush or brush-and-grass mixture fire	5	561 - Unauthorized burning	25
143 - Grass fire	5	600 - Good intent call, other	7
150 - Outside rubbish fire, other	1	611 - Dispatched and canceled en route	75
154 - Dumpster or other outside trash receptacle fire	1	622 - No incident found on arrival at dispatch address	31
161 - Outside storage fire	1	631 - Authorized controlled burning	13
251 - Excessive heat, scorch burns with no ignition	1	650 - Steam, other gas mistaken for smoke, other	1
300 - Rescue, EMS incident, other	5	651 - Smoke scare, odor of smoke	16
311 - Medical assist, assist EMS crew	1	652 - Steam, vapor, fog or dust thought to be smoke	1
320 - Emergency medical service, other	1	671 - HazMat release investigation w/no HazMat	5
321 - EMS call, excluding vehicle accident with injury	521	700 - False alarm or false call, other	8
322 - Motor vehicle accident with injuries	30	733 - Smoke detector activation due to malfunction	3
323 - Motor vehicle/pedestrian accident (MV Ped)	2	735 - Alarm system sounded due to malfunction	7
324 - Motor vehicle accident with no injuries.	50	736 - CO detector activation due to malfunction	7
352 - Extrication of victim(s) from vehicle	1	743 - Smoke detector activation, no fire - unintentional	2
360 - Water & ice-related rescue, other	1	744 - Detector activation, no fire - unintentional	2
361 - Swimming/recreational water areas rescue	2	745 - Alarm system activation, no fire - unintentional	4
411 - Gasoline or other flammable liquid spill	1	746 - Carbon monoxide detector activation, no CO	1
412 - Gas leak (natural gas or LPG)	17	814 - Lightning strike (no fire)	2
		815 - Severe weather or natural disaster standby	1
		<b>Total:</b>	<b>936</b>

	Average Time	90th Percentile
Unit Notified by Dispatch to Unit Arrived on Scene in Minutes	8.31	18.28
Unit Notified by Dispatch to Unit En Route in Minutes	2.50	4.42
Unit En Route to Unit Arrived on Scene in Minutes	5.52	14.70
Unit Arrived on Scene to Unit Left Scene in Minutes	19.18	33.15
Unit Left Scene to Patient Arrived at Destination in Minutes	22.83	45.13
Patient Arrived at Destination to Unit Back in Service in Minutes	18	26.95



# EMS Division

## State and National Leadership in EMS

The EMS Division had significant accomplishments this year receiving a state award for pediatric care. Our staff continues to be involved in State and National leadership projects. Chief Evans was the president-elect for the National Association of EMT (NAEMT) and remains the representative to the National Academy of Sciences Preparedness Committee. Joel Claus, our EMS Coordinator represents the southwest region in the Emergency Medical Services Association of Colorado. Our robust EMS division is involved in several state and national initiatives.

## RETAC Quality Improvement Lead

We are involved with regional CQI (Continuous Quality Improvement) through SWRETAC. This CQI program is a collaborative effort between the SWRETAC and all the EMS agencies in the region. Currently, we are engaged with a study to determine the accuracy of our “heart attack” diagnosis (STEMI) in the pre-hospital setting and comparing it to what happens when the patients are taken to the MRMC Catheterization Lab for definitive care of these events. The goal of this study is to validate that the pre-hospital diagnosis of cardiac patients is accurate and effective. If we diagnose correctly, patients fare better, and the system works as intended.



## EMT Class 2020

The District’s Education Center certified 23 new EMT providers in 2020. These are EMTs (Emergency Medical Technicians) who will work in the region. There are currently 8 students in the Fall 2020 Class. They will graduate in 2021. We are proud to note that during all these classes, we have practiced strict social distancing and COVID precautions and that we have not had one incident of a spread of COVID.

In addition to the students that obtain EMT training in affiliation with the Upper Pine Fire District, EMT students are also sponsored by Durango Fire, Los Pinos Fire, Fort Lewis Mesa Fire, Silverton EMS, and La Plata County Search & Rescue. A CREATE Grant from the State of Colorado has helped support the financial aspect of our education center’s goal of providing competent and well-trained EMTs for the region. Each EMT course includes at least 150 hours of didactic and skills-based learning. Our instructors put in countless hours to ensure the validity and success of this program and our graduation success rate reflects their level of dedication. We are striving to provide quality education and training to our students as they are our future in pre-hospital medicine.



Graduating EMT Class of 2020 spelling out COVID.



Yale SCHOOL OF MEDICINE



Children's Hospital Colorado

## Pediatric Emergency Care Coordinator

The District started year one of a five-year study with Yale University School of Medicine and Children's Hospital Colorado. This research project is designed to see if a hospital concept known as a Pediatric Emergency Care Coordinator (PECC) could also improve pediatric care in an EMS organization. The PECC position was created to continue and improve pediatric care in the prehospital environment. The role of the PECC is to provide training to improve pediatric skills and concepts. The training is performed utilizing real-life simulations and scenarios as well as classroom lessons.

Pediatric calls are exceptionally low in frequency but remarkably high in acuity. The stress and dynamics of pediatric calls reinforce the need to keep skills proficient and performed them with a level of confidence. It is our mission to provide the highest quality of care to the community and enhancing our pediatric care. During year one of this five-year study, the District has received The Children's Hospital of Colorado Commitment to Pediatric Emergency Care Award. The crews have exhibited marked performance improvement in simulations through Children's Hospital of Colorado's yearly evaluation in the pediatric simulation trailer. The trend so far is showing the impactful benefits of having a PECC program. The District PECC is firefighter/paramedic Steve Bradford.

## CARES

An EMS system is often built around the worst-case scenario, a cardiac arrest. Our efforts to improve cardiac arrest survival rates are a significant focus for the district. The CARES (Cardiac Arrest Registry to Enhance Survival) Program is a collaborative effort of the Centers for Disease Control and Prevention (CDC), the American Heart Association (AHA), Emory University, and the State of Colorado. The CDC and the AHA are working together to reduce the death rate from heart disease and stroke by 25%. One of the CDC's initiatives is to develop a model national registry to accurately measure our progress in the treatment of out-of-hospital sudden cardiac death (SCD). The District representative to the CARES registry here in Colorado is Stuart Buerger.



## 100% Cardiac Save Rate

Cardiac Save Age 63 February 27, 2020	Cardiac Save Age 40 June 9, 2020	Cardiac Save Age 51 July 19, 2020

Utstein Criteria: A cardiac arrest save is a patient found or who experienced a cardiac arrest while in transport and was resuscitated and able to be discharged from the hospital neurologically intact.

<http://mycares.net>

CARES can make a difference. CARES helps communities measure performance and identify how to improve cardiac arrest survival rates. By joining CARES, communities gain more than just access to information that will help them improve performance and save lives. They also contribute to one of the largest EMS registries in the world, and one of the few that also includes patient outcome information from hospitals. Those features enable CARES data to be used to conduct vital research that furthers our knowledge of cardiac arrest treatment and saves countless lives for years to come.

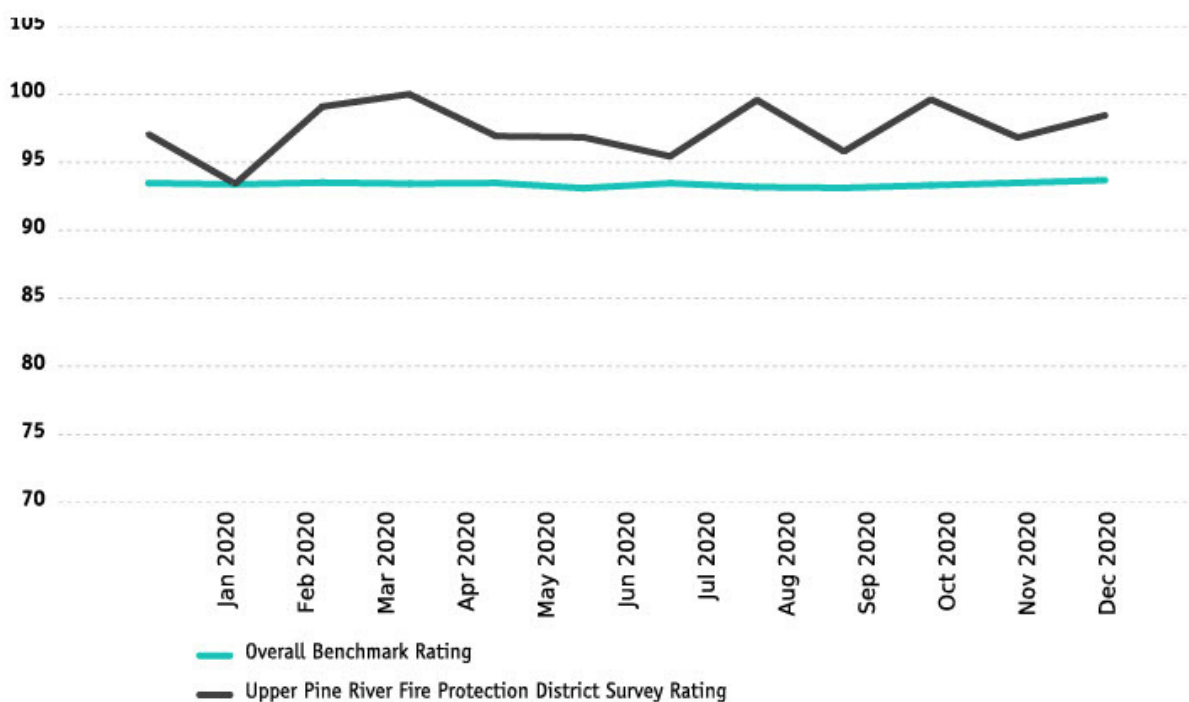
# EMS Survey

The District samples its performance to the public concerning ambulance and EMS service consistently ranking in the top 5% and leads in performance in comparison to like-sized agencies. This customer service assessment is conducted by a third party, EMS Survey Team, and includes the performance of the 911 center and call takers along with our billing contractor.

Upper Pine River Fire  
January 1, 2020 to December 31, 2020



## Monthly tracking of Overall Survey Score





## Executive Summary

This report contains data from **83 Upper Pine River Fire Protection District** patients who returned a questionnaire between **01/01/2020** and **12/31/2020**.

The overall mean score for the standard questions was **97.39**; this is a difference of **4.01** points from the overall EMS database score of **93.38**.

The current score of **97.39** is a change of **-0.44** points from last period's score of **97.83**. This was the **6th** highest overall score for all companies in the database.

You are ranked **4th** for comparably sized companies in the system.

**90.49%** of responses to standard questions had a rating of Very Good, the highest rating. **99.94%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores





**Company Comparisons** — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	96.23	97.54	92.00	91.57	97.16	94.18	97.20
Concern shown by the person you called for ambulance service	95.21	96.74	91.75	92.14	96.65	93.71	96.06
Extent to which you were told what to do until the ambulance	95.71	93.61	87.75	91.34	96.13	93.30	95.10
Extent to which the ambulance arrived in a timely manner	95.19	97.73	93.48	93.31	95.52	95.20	95.39
Cleanliness of the ambulance	97.00	98.21	93.79	95.28	99.06	97.07	98.36
Comfort of the ride	95.83	91.34	87.42	89.45	89.77	91.50	94.86
Skill of the person driving the ambulance	97.57	97.56	93.40	95.28	97.82	95.83	97.14
Care shown by the medics who arrived with the ambulance	97.78	97.97	95.14	94.47	98.13	96.71	99.01
Degree to which the medics took your problem seriously	98.73	97.97	94.59	94.44	98.04	96.58	98.51
Degree to which the medics listened to you and/or your family	98.08	97.97	94.14	93.79	97.67	96.30	98.04
Skill of the medics	97.40	97.97	94.35	94.39	98.11	96.71	98.27
Extent to which the medics kept you informed about your	98.03	96.48	91.44	94.19	97.70	95.35	97.52
Extent to which medics included you in the treatment decisions (if	97.73	96.64	90.64	92.21	97.89	95.43	97.38
Degree to which the medics relieved your pain or discomfort	96.23	95.98	89.64	89.99	94.01	92.90	94.83
Medics' concern for your privacy	97.33	96.99	91.79	93.71	97.76	95.12	97.68
Extent to which medics cared for you as a person	98.08	98.12	94.01	94.66	98.43	96.64	99.49
Professionalism of the staff in our billing office	98.91	92.31	90.97	85.45	0	90.99	94.17
Willingness of the staff in our billing office to address your needs	98.81	92.21	91.04	85.11	0	91.04	94.64
How well did our staff work together to care for you	97.86	97.13	93.24	93.80	98.52	95.91	98.16
Extent to which our staff eased your entry into the medical facility	97.79	97.50	93.62	93.68	98.31	96.23	98.35
Appropriateness of Emergency Medical Transportation treatment	98.90	97.30	93.36	93.25	98.54	96.12	97.80
Extent to which the services received were worth the fees charged	98.61	0	89.15	87.11	66.67	93.92	95.71
Overall rating of the care provided by our Emergency Medical	97.95	97.92	93.42	93.78	98.01	96.11	98.72
Likelihood of recommending this ambulance service to others	98.93	0	94.09	93.18	98.07	96.25	98.64
<b>Overall score</b>	97.39	96.96	92.44	92.66	97.38	95.23	97.30
<b>National Rank</b>	7	10	63	58	8	23	9
<b>Comparable Size (Small) Company Rank</b>	5	8	31	28	6	13	7



Upper Pine River Fire Protection District  
**January 1, 2020 to December 31, 2020**



**Monthly Breakdown**

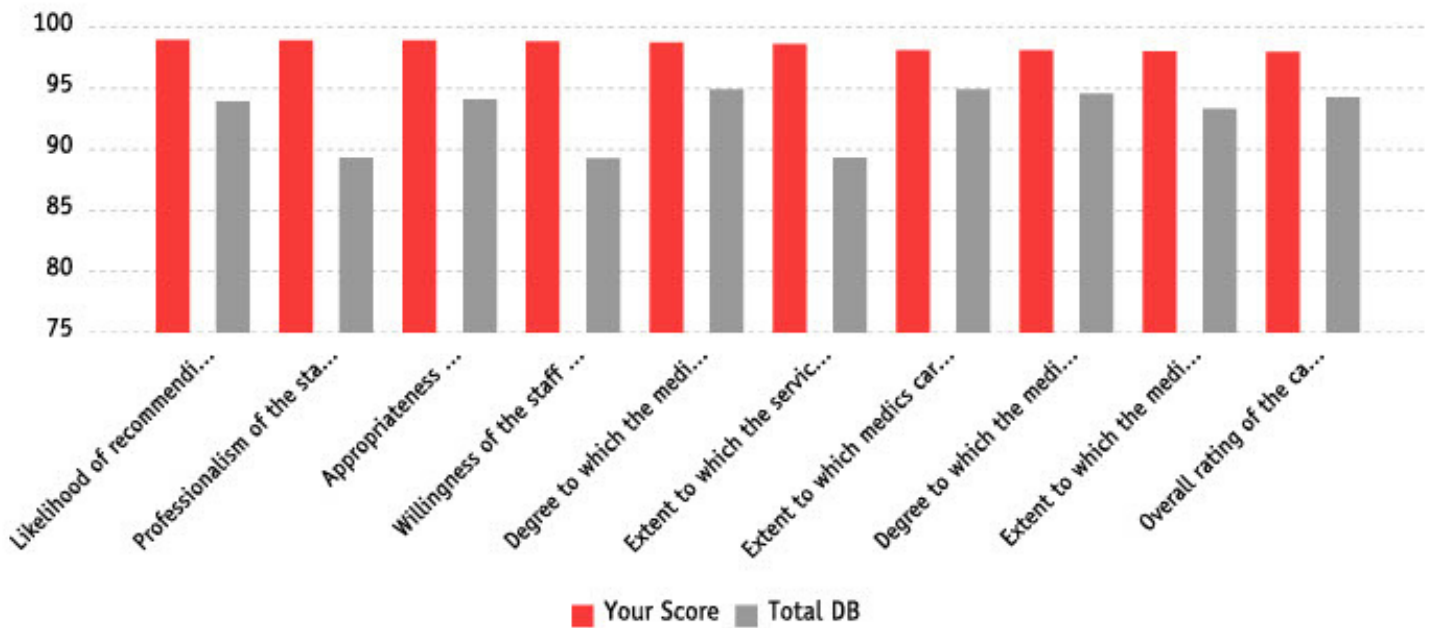
Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Helpfulness of the person you called for ambulance service	95.83	87.50	100.00	100.00	100.00	96.88	93.75	100.00	92.86	97.73	95.83	100.00
Concern shown by the person you called for ambulance service	100.00	87.50	96.88	100.00	100.00	96.88	90.63	100.00	92.86	97.73	91.67	95.83
Extent to which you were told what to do until the ambulance arrived	95.83	91.67	96.88	100.00	100.00	96.88	90.63	100.00	90.00	95.45	100.00	100.00
Extent to which the ambulance arrived in a timely manner	95.83	82.14	100.00	100.00	75.00	91.67	96.88	100.00	96.43	100.00	95.83	100.00
Cleanliness of the ambulance	95.83	92.86	100.00	100.00	91.67	96.88	93.75	100.00	92.86	100.00	100.00	100.00
Comfort of the ride	95.83	85.71	100.00	100.00	91.67	100.00	96.43	100.00	87.50	100.00	90.00	100.00
Skill of the person driving the ambulance	95.83	92.86	100.00	100.00	91.67	100.00	95.83	100.00	95.83	100.00	95.00	100.00
Care shown by the medics who arrived with the ambulance	96.43	96.43	100.00	100.00	100.00	96.43	96.88	100.00	96.43	100.00	95.00	95.83
Degree to which the medics took your problem seriously	100.00	96.43	100.00	100.00	100.00	96.43	96.88	100.00	100.00	100.00	100.00	95.83
Degree to which the medics listened to you and/or your family	96.43	92.86	100.00	100.00	100.00	96.43	96.88	100.00	100.00	100.00	100.00	95.83
Skill of the medics	96.43	96.43	100.00	100.00	100.00	95.83	96.88	100.00	91.67	100.00	95.00	95.83
Extent to which the medics kept you informed about your treatment	96.43	96.43	100.00	100.00	100.00	95.83	96.88	100.00	95.83	100.00	95.00	100.00
Extent to which medics included you in the treatment decisions (if	96.43	95.83	100.00	100.00	100.00	95.00	95.00	100.00	95.83	100.00	100.00	95.83
Degree to which the medics relieved your pain or discomfort	96.43	92.86	96.43	100.00	100.00	91.67	92.86	100.00	95.83	100.00	87.50	100.00
Medics' concern for your privacy	96.43	92.86	100.00	100.00	100.00	96.43	91.67	100.00	100.00	100.00	93.75	95.83
Extent to which medics cared for you as a person	96.43	96.43	100.00	100.00	100.00	96.43	93.75	100.00	100.00	100.00	95.00	100.00
Professionalism of the staff in our billing office		100.00	100.00		100.00	91.67	100.00	100.00	100.00	100.00	100.00	100.00
Willingness of the staff in our billing office to address your needs		100.00	100.00		100.00	87.50	100.00	100.00	100.00	100.00	100.00	100.00
How well did our staff work together to care for you	100.00	96.43	100.00	100.00	83.33	95.83	95.83	100.00	96.43	100.00	100.00	100.00
Extent to which our staff eased your entry into the medical facility	100.00	92.86	100.00	100.00	100.00	100.00	95.83	95.00	91.67	100.00	100.00	100.00
Appropriateness of Emergency Medical Transportation treatment	95.83	96.43	100.00	100.00	100.00	100.00	100.00	100.00	95.83	100.00	100.00	100.00
Extent to which the services received were worth the fees charged	100.00	95.00	100.00	100.00	100.00	100.00	100.00	95.83	93.75	100.00	100.00	100.00
Overall rating of the care provided by our Emergency Medical Transportation	95.83	96.43	89.29	100.00	100.00	100.00	96.43	100.00	100.00	100.00	100.00	100.00
Likelihood of recommending this ambulance service to others	100.00	96.43	100.00	100.00	100.00	100.00	96.43	100.00	100.00	100.00	100.00	95.83
Your Master Score	97.06	93.42	99.09	100.00	96.92	96.84	95.44	99.57	95.80	99.61	96.82	98.44
Your Total Responses	7	7	8	3	3	9	8	7	7	12	6	6



### Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Likelihood of recommending this ambulance service to others	98.93	5.03	93.90
Professionalism of the staff in our billing office	98.91	9.62	89.29
Appropriateness of Emergency Medical Transportation treatment	98.90	4.82	94.07
Willingness of the staff in our billing office to address your needs	98.81	9.57	89.24
Degree to which the medics took your problem seriously	98.73	3.85	94.89
Extent to which the services received were worth the fees charged	98.61	9.31	89.30
Extent to which medics cared for you as a person	98.08	3.17	94.91
Degree to which the medics listened to you and/or your family	98.08	3.53	94.55
Extent to which the medics kept you informed about your treatment	98.03	4.69	93.33
Overall rating of the care provided by our Emergency Medical Transportation service	97.95	3.68	94.27





## Benchmark Comparison

	Your Company	Total DB	Similar Sized	CAAS	Colorado	All Fire Departments
Helpfulness of the person you called for ambulance service	96.23	93.36	93.02	93.34	92.10	94.43
Concern shown by the person you called for ambulance service	95.21	93.21	92.97	93.17	91.03	94.17
Extent to which you were told what to do until the ambulance	95.71	92.05	91.87	92.00	91.21	93.25
Extent to which the ambulance arrived in a timely manner	95.19	93.04	93.20	92.98	92.41	95.02
Cleanliness of the ambulance	97.00	95.10	95.20	95.11	93.55	96.27
Comfort of the ride	95.83	88.31	88.38	88.03	87.73	90.43
Skill of the person driving the ambulance	97.57	94.33	94.40	94.32	92.58	95.43
Care shown by the medics who arrived with the ambulance	97.78	94.99	95.06	95.03	94.12	95.99
Degree to which the medics took your problem seriously	98.73	94.89	94.93	94.95	93.72	95.90
Degree to which the medics listened to you and/or your family	98.08	94.55	94.59	94.58	92.97	95.57
Skill of the medics	97.40	94.94	95.08	94.93	93.35	95.95
Extent to which the medics kept you informed about your	98.03	93.33	93.41	93.37	92.26	94.49
Extent to which medics included you in the treatment decisions	97.73	93.17	93.28	93.25	91.87	94.17
Degree to which the medics relieved your pain or discomfort	96.23	91.37	91.40	91.30	88.42	92.70
Medics' concern for your privacy	97.33	94.07	94.04	94.09	91.76	94.86
Extent to which medics cared for you as a person	98.08	94.91	95.01	94.96	93.05	95.74
Professionalism of the staff in our billing office	98.91	89.29	89.08	89.33	87.50	90.30
Willingness of the staff in our billing office to address your	98.81	89.24	89.02	89.30	85.73	90.48
How well did our staff work together to care for you	97.86	94.23	94.26	94.26	91.73	95.27
Extent to which our staff eased your entry into the medical	97.79	94.22	94.24	94.29	91.85	95.38
Appropriateness of Emergency Medical Transportation treatment	98.90	94.07	94.10	94.13	92.68	95.23
Extent to which the services received were worth the fees	98.61	89.30	89.34	89.37	86.92	90.64
Overall rating of the care provided by our Emergency Medical	97.95	94.27	94.34	94.31	92.29	95.23
Likelihood of recommending this ambulance service to others	98.93	93.90	93.91	93.93	90.47	94.85
<b>Number of Surveys for the period</b>	<b>83</b>					
<b>Overall Score</b>	<b>97.39</b>	<b>93.09</b>	<b>93.09</b>	<b>93.10</b>	<b>91.30</b>	<b>94.24</b>



# COVID-19

## PANDEMIC IN A RURAL FIRE DISTRICT

COVID-19 will be one of the defining events in human history and the fire district was well prepared. On February 2, 2020, Chief Evans attended a high-level briefing in Washington DC at the National Academy of Sciences on the outbreak in Wuhan, China. Immediately upon return, things were set in motion to protect firefighters and the public. Ultraviolet (UV) light units were ordered to disinfect the fire stations early before they became unavailable. This is the same technology used to disinfect operating rooms. Crews were briefed and began training for approaching patient positives for the virus using protective gear. Large orders of personal protective equipment (PPE) were stockpiled when possible.

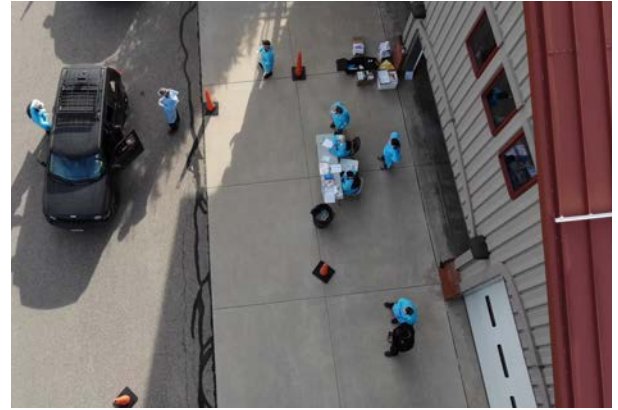
Pictured from left to right: Capt. Corey Adamy and FF Wesley Szczudlak with UV light; Capt. Andy Miller on AMR Deployment; FF/Paramedic Steve Bradford cleaning medic unit on AMR Deployment.



The District saw its first COVID positive patient on March 23rd. As we transitioned to summer constant vigilance and employing a variety of prevention and protective processes continued. Recreational vehicles (RV's) were put into temporary service at Station 5 for quarantine of exposed firefighters and paramedics. The District employed foggers and Ultraviolet equipment to disinfect ambulances and crews quarters. The East Side Incident Management Team communicated regularly with key executives in the Pine River Valley about COVID including the Bayfield Schools, Pine River Library, and the Town of Bayfield. In Southwest Colorado, hospital overcrowding and high death rates failed to materialize in the summer. The District then volunteered a crew to be part of FEMA's National Ambulance Strike Program and a unit headed out to San Antonio, Texas who was experiencing a massive surge in COVID patients. Captain Miller and Firefighter Paramedic Haner were deployed with other crews from Delta, CO. They were later assigned for 30 days to Del Rio, Texas handling COVID patients being sent to San Antonio and primary 911 calls in the area. The experience in dealing with COVID patients and the knowledge brought back was invaluable.



In October, crews began assisting the San Juan Basin Health Department conducting Drive-Thru COVID testing in Bayfield at the fire administration building and Station 5 across from Forest Lakes. By the end of the year the Upper Pine River Staff had tested close to a thousand people for COVID.



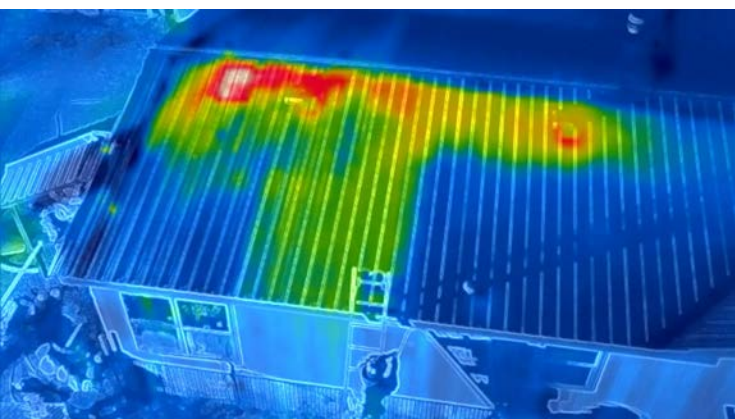
As fall arrived just after Halloween, the District's first two employees tested positive for COVID. One firefighter was hospitalized with COVID and required Redesiveir and steroids. The other remained asymptomatic. Both were able to return to work. In the next few months numerous quarantines of staff and testing would occur. On December 26, 2020, more than two-thirds of the staff were vaccinated at Mercy Regional Medical Center with the Moderna Vaccine.



The District then began supporting the San Juan Basin Health Department with vaccinating the public and provided medical standbys to nursing home residents in La Plata County. The District then turned their efforts to help the San Juan Basin Health Department with COVID vaccinations for the east side of the County in 2021 becoming a 1A vaccination site. Fortunately, the Pine River Valley fared better than most of the places placed around the United States.

# Special Operations

The District's special operations involve technical rescue and drone operations. Last year we embarked on a drone program and it has been a force multiplier in search and rescue, wildland, and structural firefighting. The drone has been used for various operations and infrared technology has been used to find hidden fires, identify hotspots, and documenting insurance losses. We currently maintain five drone operators that are certified through the Colorado Division of Fire Prevention and Control and are currently working on wildland task books.



Drone captures concealed fire under a roof not visible to firefighters on the ground.

This year we revised a service plan and clarified to what level of technical rescue services we would provide under the National Fire Protection Association 1006 Standard for Technical Rescue Personnel Professional Qualifications. While technical rescue calls are infrequent, they are substantial risk. Our district has numerous locations including climbing areas, extreme whitewater, and the wilderness areas on the north end that receive numerous visitors. Crews prepare for the worst-case scenario and routinely conduct training operations and in the various disciplines. This year the focus was on confined space rescue, river crossings with highline rigging and swift water rescue.



In conjunction with Arroyo Rescue training in Farmington, the District conducted swift water rescue training on the Upper Pine River on the Carpenter property. This three day course provided certification to our personnel as swift water rescue technicians as well as assisting with credentials to be swift water rescue technician instructors.

Transfer Park at the north end of our district above Lemon Reservoir is a popular climbing area. An injured climber on the north side of the river during high water would require a complex set of rigging and rope work to remove them. This year in cooperation with our partners from La Plata County Search and Rescue, crews practiced a rigging called a Kootenai Line to simulate extricating a patient from river left, or the north side, to the south side where they would have ambulance access.



# Training Hours

Being an "All-Hazards" Fire/EMS service, the District provides training in every skill set needed to perform tasks safely and efficiently. COVID-19 has certainly changed how we all train and learn. The District has embraced video conferencing for didactic and demonstrative learning. Additionally, training has been modified to support safe, social distancing hands-on learning. In 2021 the District will be involved with an exciting CQI (Continuous Quality Improvement) program studying the efficacy of Virtual Reality Medical Training vs traditional classroom training.



# Internship

Allison Fender

I was offered an internship opportunity through Bayfield High School. I inquired and pursued it in the field of EMS with Upper Pine Fire District. The field of EMS has always interested me as my parents are in public safety and medicine. I was able to help this past summer with a horrific boating accident at the lake; I held pressure on a bleeding artery and helped my dad apply a tourniquet. It was after this incident that I knew what I wanted to do for a career.

This internship is about exploration in the field of Fire/EMS, building relationships, and gaining knowledge for my potential future in this specialty. I have had the opportunity to learn about both the Fire and EMS aspects of the job. I enjoyed the community relations and the camaraderie with the other firefighters. I learned about the different trucks and their varied capabilities. I helped with the usage and storage of hoselines, and was able to participate in the extreme workouts and basic station living. I was very intrigued by the medical piece of the internship: taking and reading vital signs, the ABC's of assessment, and basic trauma/medical patient assessment. What I have learned is this specialty is much more challenging than portrayed, but it is very rewarding and most definitely is a group of amazing individuals; I have been honored to have been given this opportunity for an internship.

My future plan is to finish my internship and hopefully be accepted into the EMT Certification program this summer, I will then take my certification boards after my 18th birthday in August and continue to pursue a career in this field, eventually obtaining my Paramedic credentials.



Allison observes FF Riggins administering COVID Vaccines.

# Wildland Report

Paul Valdez  
Wildland Coordinator

Extreme drought conditions returned this year bordering on exceptional late summer. Weak monsoon precipitation provided very little fuel moisture recovery making for a rather nerve-racking season with plenty of potential for large fires. The District heard from many folks that we were very lucky for not having any large fires in our district this season while many parts of the West experienced extremely catastrophic fires. Luck may have played a part, but credit must be given to the hard and tireless work of the Upper Pine Fire seasonal wildland crew, full-time crews, and mutual aid partners for suppressing fires before they could become complex and difficult to manage. The Coronavirus created some changes in logistics for crews but did not hinder suppression efforts.

## 2020 Wildfires

For the third season the Upper Pine Fire Wildland Division provided a Type 3 brush engine and crew, in a support role, to the US Forest Service Columbine District for initial attack as well as prescribed (RX) burns east of Bayfield. However, USFS RX burns were delayed until 2021 due to COVID. The engine and crew and forest service resources are responsible for fire suppression on public lands from west of Durango to the east of Bayfield in predominately forested areas bordering private property. Some of the in-district fires that could have threatened private property in our district include the Little Bull Fire, Enchanted Fire, 84 Fire on CR 245, Arbogas, Forest Lakes Fire (top of the ridge), and 284 Fire to name a few. Out of district large fires included the Grizzly Fire, Mullen, Arkansas Loop, Ice Fire, Needles, and East Canyon.

## The Chipper Program

The District owns and operates a commercial size chipper made available to residents for residential slash chipping. Due to another rather busy season, the chipper was made available late fall early winter to residents. Los Ranchitos and Aspen Trails subdivisions utilized the chipper program to chip slash for a total of 27 properties.

Residents should register for “**La Plata County Code Red**” for pre-evacuation and evacuation notifications and instructions as well. It helps to create networks with your neighbors to share information. Also, be aware of road systems in your neighborhood and be familiar with potential evacuation routes.

## Community Good Will Burns

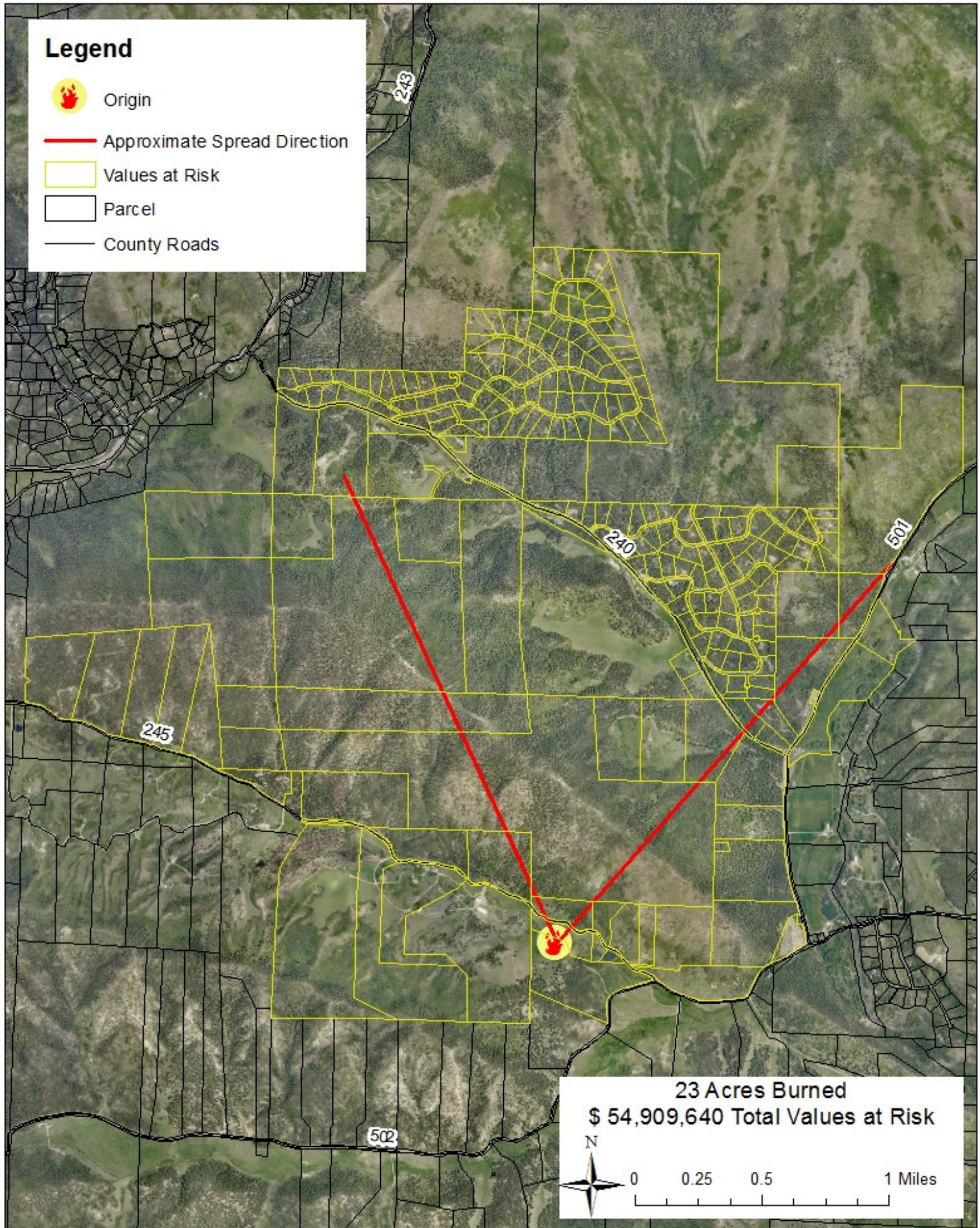
As mentioned above, we played catch up this season with folks requesting help with slash pile and agriculture burns. We completed 19 properties resulting in approximately 152 hours’ worth of requested pile burning and 5 agricultural pasture burns (25 hours) late this season. Many folks on the District's burn list found ways to haul or burn their combustibles on their own. If you are capable of hauling slash, the Bayfield Transfer Station on CR 223 is an option available to take your woody material. Their hours vary so check with them before you load up and drive out there. It is these preventative steps you take that really make the difference and we appreciate all the hard work that went into this year’s self-mitigation.

A big thanks for the generous donations the District received this season. These donations help offset the cost of crews doing the burns. Thank you for aiding our efforts to keep our district fire safe and we look forward to another season of working with homeowners to expand our efforts. Stay safe out there, folks, and keep up the great work!





# 84 Fire Values at Risk Analysis



On May 5, 2020, a fire broke out around 3:30 p.m. north of country roads 245 and 502. Strong winds pushed the fire up a steep ridge in the general direction of the two subdivisions, prompting the evacuation order. The fire was caused accidentally by someone using an electric saw. In addition to Upper Pine, the U.S. Forest Service, Colorado Division of Prevention and Control, Durango Fire Protection District and San Juan Hot Shots responded to the blaze. The 84 fire was fully contained by May 7th.

# By the Numbers



936 Calls



100% Cardiac Save Rate

## Top 8 Types of Calls

EMS Calls (Non-vehicle): 521

Motor Vehicle Calls With No Injuries: 50

Motor Vehicle Calls With Injuries: 30

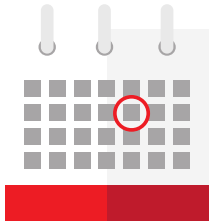
Canceled en Route: 75

No Incident Found at Scene: 31

Unauthorized Burning: 25

Gas Leak: 17

Smoke Scare (Odor): 12



Day of the week with  
highest call volume:  
THURSDAY



Time of day with  
highest call volume:  
7:00-8:00 PM



A litter of puppies rescued.

## Over \$54 Million in Property Saved



# Major Incidents



## March 20, 2020

On March 20, 2020, units responded to a house fire on CR 523. Crews arrived to find a well-advanced basement fire. Firefighters made a quick entry into the basement and extinguished the fire. No injuries were reported and several puppies were rescued. The investigation was turned over to the Southern Ute police as the incident occurred in a tribal jurisdiction.

## June 21, 2020

On June 21, 2020, units were called to Etta Place for a fire in a manufactured home. The structure sustained heavy smoke damage. The fire entered the structure from the outside and worked its way into the space between the ceiling and the roof assembly. The fire was quickly found with the District's drone and suppressed before progressing to a more significant fire in the ceiling.

## October 6, 2020

On October 6th, 2020, a fire was reported in a barn on CR 502. The first arriving crews were met with multiple vehicles, a boat, and a barn on fire that was threatening a home and potentially advancing into the forest. The La Plata County Sheriff arrived and advised a suspect has a warrant for an attempted arson fire at the address the night before. The suspected arsonist was apprehended by Upper Pine Fire staff an hour later Country Road 502 attempting to start another fire 1 mile from the original site. The person with a long history of mental health problems was arrested by the La Plata County Sheriff.

## May 5, 2020

On May 5th, 2020 at approximately 3 p.m. a fire started due to a person cutting a metal pipe with a saw. Sparks ignited brush next to the worksite and quickly spread up the hill. A multi-agency response and quick use of aircraft stopped the fire at the ridgeline just north of 4015 County Road 245. The fire was contained at 25 acres. The cost to suppress the fire was \$195,000 and stopping the fire at the ridgeline prevented the fire from moving into the Tween, Enchanted Forest, and CR 240 corridor saving \$55 million in property. The fire district was able to recover most of the cost of the firefighting efforts with the assistance of State Farm insurance.

## July 12, 2020

On July 12, 2020, a fast-moving fire was started by a welder's operation on a cattle gate. The fire was spreading quickly to two homes and destroyed several hundred feet of irrigation pipe. A quick response from Upper Pine aided by crews from Los Pinos and the severity units assigned to the US Forest Service quickly contained the fire to 1-2 acres. A quick-thinking ranch hand opened an irrigation gate to flood a field and keep the fire from moving into the brush.

## December 13, 2020

At 5:03 a.m. on December 13, 2020, crews responded to a house fire on CR 501. The crew from Station 4 arrived and got a quick knock down on a fire that started outside the home and progressed into the attic and living area. Both occupants were alerted by a smoke detector and escaped the fire.

# Retrospective

## January

- First female board member, Lisa Bourque, appointed to the Upper Pine River Fire Protection District Board.
- Retirement of Board member Casey Cook.
- Paul Black joins the Upper Pine River Fire Protection District Board.
- Passing of Julian Fleming, a longtime fellow paramedic at Los Pinos Fire.

## February

- District receives notice of inclusion in Federal Medicare pilot project known as ET3 which reimburses EMS for treat and no transport/treat with transport to alternative destinations.
- First COVID-19 case reported in La Plata County
- Longtime volunteer Dave Warlick passes

## March

- Structure fire on CR 523 with the rescue of several puppies.

## April

- Upper Pine wildland crew rescues injured hiker above Vallecito lake off CR 501
- A small fire in the Tween sub-division contained.

## May

- 84 fire consumes 23 acres off CR 245 and is contained with USFS, BLM, State DFPC, and mutual aid crews.
- 76 Fire burns 4 acres near Forest Lakes contained by District and USFS crews
- First COVID-19 death reported in La Plata County.
- Retirement of Board member John Beebe.

## June

- Delivery of new ambulance with half funded by the Colorado EMS Systems Grants.
- Structure Fire on Etta Lane
- Crew deploys an ambulance and tender to East Canyon Fire in Western La Plata County
- Crew deploys overhead staff to Six Shooter Fire in the Southern Part of La Plata County
- Crew deploys to Sand Creek Fire

## July

- Crews deploy to Texas as part of the FEMA National Ambulance Strike team program and are in Del Rio Texas for 30 days assisting FEMA and local EMS crew with COVID-19 surge.
- Cardiac Arrest save at Momentum Fitness with civilian aid by Suzanne Evans.
- Wildfire on CR 509 contained to 4 acres

## August

- Type 3 deployed to Grizzly Peak Fire outside of Glenwood Springs, CO.
- Discovery Channel films episodes of Naked and Afraid at Colorado Trails Ranch.

## September

- First drive-thru testing screens 50 citizens for COVID-19 assisting San Juan Basin Health Department at the District's Administration Building.
- 10 EMT class graduates while under COVID-19 restrictions.

## October

- COVID-19 testing by the District screens 40 people
- District receives Assistance to Firefighters Grant Award for new thermal imagers
- Crew deploys with Type I Engine to East Troublesome Fire in Grandy as part of a Statewide Mutual Aid Response.
- Bear Creek Fire in logging operation contained to 2 acres with District and USFS crews
- Type 3 deployed to Ice Lake Trail Fire outside of Silverton

## November

- COVID-19 testing by the District screens 110 people
- A longtime friend to the District, Butch Knowlton, La Plata County's Emergency Manager of 44 years retires.
- District submitted Suzanne Evans for the Emergency Medical Services Association of Colorado Citizen Valor Award.
- District receives the Children's Hospital of Colorado Commitment to Pediatric Emergency Care Award for 2020 at the EMSAC Virtual conference.
- First Upper Pine firefighter contracts COVID-19.
- Revised District Service Plan Submitted to DOLA.

## December

- District staff vaccines start with Moderna
- House Fire
- Holiday Parade
- Planning begins on Public Vaccine Clinic with San Juan Basin Health at Upper Pine Facility



# Awards

Recognizing our own



## The James Newman “Chappy” Award

Deputy Chief Roy Vreeland

The “Chappy” award is given to an Upper Pine River Fire employee who has gone above and beyond in public or volunteer service outside the organization. This year’s award goes to Deputy Chief Roy Vreeland for his thousands of hours of service in the search for Dylan Redwine. In addition, the constant interaction with Law Enforcement to help prosecute the case has required countless hours of communication and documentation.



## Fire Captain of the Year

Captain Mark Fleming

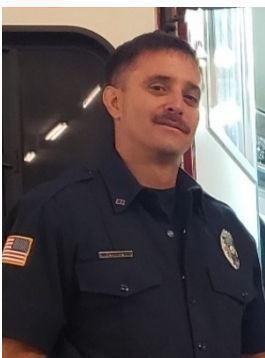
Captain Fleming has been the lead to ensure the peer support services for the fire district are enhanced. He maintains a rigorous training, fitness, and daily schedule on his shift with a positive and upbeat attitude. Captain Fleming comes from a fire department family with his father having served as a long time captain at Poudre Fire Authority. Off duty, Mark had received an award for his coaching of a local dive team. He was also an earlier winner of the Masonic Award for Firefighter of the year in 2017 as well as UPRFPD Firefighter of the Year.



## Firefighter of the Year

Firefighter/EMT Chris Panawa

Chris Panawa has been the District’s utility firefighter. Chris has taken deployments to the East Troublesome Fire and routinely filled in with the severity assignments for the US Forest Service. He has maintained a can-do attitude, provided training on a variety of topics, prepared himself with incident management training, and working through his wildland firefighter 2 task book while jumping into the engine boss credentialing process.



## ALS Provider of the Year

Firefighter/Paramedic Steve Bradford

Steve was chosen as the 2020 ALS provider of the year. Steve hit the ground running as a new paramedic demonstrating great clinical decision making. Steve and his wife Kara arrived in Southwest Colorado from South Carolina and brings his southern charm and calming persona to his delivery of medicine. Steve is the fire district’s Pediatric Emergency Care Coordinator and leads the five-year study to improve Upper Pine’s Pediatric care. He conducts pediatric simulation and classes routinely for the staff. Steve has been an excellent addition to Upper Pine River’s paramedic team.



## EMT of the Year

Firefighter/EMT Kaleb Heck

Kaleb came to Upper Pine from the Bayfield HS internship program. He has worked his way from the wildland crew through an academy at West Metro Fire and onto a full-time fire position at Upper Pine. He has already been out on the lecture circuit presenting a class on mentoring. He is a reliable hand in the back of an ambulance and great with his customer service to patients. Kaleb is also one of the district’s CPR instructors conducting numerous classes for the public. He has stepped up to help to mentor the next Bayfield High School intern ensuring she fulfills her dreams of practicing pre hospital care.

# John Beebe

Board Retirement



When an opportunity presented itself in 2012, I jumped at the challenge to join the Board of Directors. My business and finance background landed me the Treasurer's role on the Board for my eight years. This provided many challenges and a few very satisfying accomplishments. From achieving, in 2012 and beyond, the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association; to terminating the volunteer pension plan and buying annuities to ensure earned benefits for qualified volunteers; to building living quarters for on-duty staff at strategic stations where none existed; to successfully asking voters to approve adequate funding for operations and then managing annual budgets with wildly varying revenue streams due to wildland fires, grant funding and deteriorating oil and gas tax revenues; to building adequate Reserve Funds for potential catastrophes - all were accomplished through the Chief's leadership and a Board that was selflessly dedicated to fulfilling the UPRFPD Mission.

I have had the pleasure of many civic and charitable involvements during my life, but Upper Pine River Fire Protection District ranks at the top as the one of which I am most proud. If there were national rankings, as with our library, for small rural Fire/EMS districts, I have no doubt the Upper Pine RFPD would be recognized. The District is truly exceptional for what it accomplishes with the limited resources it has. This is not just my opinion. As an example, in July 2018 it received full accreditation by the Commission on Accreditation of Ambulance Services (CAAS), an independent agency to promote the highest standards in medical transport services. Our district is the only fire-based organization in Colorado and the smallest agency in the country to receive such recognition! This exceptional district has evolved through the hard work of tremendously dedicated leadership, professional staff, and volunteers as well as supported by a genuinely appreciative community. I am very proud to have been a small part of what has been accomplished.

# Lisa Bourque

First Female Board Member

The Upper Pine River Fire Protection District appointed its first female board member after the departure of longtime board member Casey Cook. Lisa Bourque also holds leadership positions on several boards in Vallecito, including the Vallecito Community Event Center board and the Vallecito Fireworks Committee, Vallecito Marina Committee, and Christmas in Vallecito. Professionally, she was a high-tech software salesperson for 27 years across North America, and she currently runs a real estate company, Boletus Creek Appraisals, with her husband. Although Lisa has never worked in the fire industry, she has been involved with Upper Pine for 11 years. She runs the Vallecito Facebook page, which functions as a community news source, and often helps Upper Pine communicate with community members about first response issues.



Welcome to the Board, Lisa Bourque !

# Casey Cook

## Board Retirement

I got started with the Upper Pine River Fire Protection District in 2002. I worked on getting the bond passed that allowed us to purchase new tenders, fire engines, and new stations. I have been honored to have worked with so many fire chiefs, EMS personnel, and line firefighters. Together we were able to keep the district and its citizens safe. As time went on, the District transitioned from all volunteers to full-time crews. I worked with our Board on making that transition and helping with the dissolution of the retirement fund for the volunteers.

After the transition, I left the rank and joined the District Board. We worked through some very tough financial times, several personnel issues, many budgetary items, and were still able to maintain the level of service that our citizens have come to know and expect. We were able to bring on paid staff at stations 24/7, outfit the district with paramedics, fund, and put forth an aggressive wildfire team and fire mitigation programs. Through the work of the Board, we were able to fund and put into place an emergency management team and facility.

In closing, I want to say that I had the privilege to work with some amazing people over the years. We were able to get a lot accomplished for a very small-town fire district. This goes out to firefighters, EMT personnel, office personnel, mechanics, and finally the Board. We have been fortunate to have passionate, caring, and knowledgeable people that have led the District to where it is now. I have truly been blessed and honored to be a member of such a great organization.



# MAKING A DIFFERENCE IS WHAT WE DO.



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