



Office: (970) 627-8120  
Fax: (970) 627-3313  
Clubhouse: (970) 627-3958  
Email: office@ColumbineLake.com  
Web site: www.ColumbineLake.com

◆ Columbine Lake Country Club, Inc. ◆ P. O. Box 714 ◆ Grand Lake, Colorado 80447 ◆

TO: All CLCC Owners  
FROM: Mark Woltkamp  
SUBJECT: East Troublesome Fire: CLCC LESSONS LEARNED  
DATE: December 5, 2020

All CLCC Owners,

As part of the Recovery phase of the East Troublesome Fire, the CLCC Board went through an exercise to identify “**lessons learned**” for CLCC based on our collective experiences. These lessons would include things that we (board and staff) should look at doing better or differently going forward to improve the management and operations of the CLCC community.

In the spirit of transparency, we want to share these “lessons learned” with you. This email lists those “lessons learned” and the potential “action steps” to address the issue. This is probably not an exhaustive list and may continue to grow over time. At the **December 12 board meeting**, the board will be briefly discussing these “lessons learned” as an Agenda item. I encourage owners to attend that virtual meeting and provide your thoughts about “lessons learned” from your perspective. Information on attending the Board Meeting will be sent out on Monday.

### **EAST TROUBLESOME FIRE EVENT: LESSONS LEARNED AND ACTION STEPS**

(Not in any order of importance)

1). We learned that individual house/lot address identification is very difficult and inconsistent across all CLCC neighborhoods. This made it extremely difficult to identify homes that burned or were damaged.

**ACTION STEP:** Look at requiring CLCC property owners to purchase and install the green reflective address signs available from the Fire Department. Going forward, this will greatly benefit all law enforcement, fire department and EMT's, as well as contractors, delivery services and visitors.

2). We learned from the Fire Marshall that fire mitigation efforts in the community made a noticeable difference in helping to fight the fire.

**ACTION STEP:** Ensure consistent compliance with existing fire mitigation regulations for all property owners (including empty lots); if warranted, strengthen the regulatory language and the non-compliance penalties.

**ACTION STEP:** On a regular basis, have the fire department review fire risk on community HOA property; strongly recommend such a service to all property owners, to include looking at the risk of old firewood piles.

3). We learned from the Fire Marshall that our network of clear and wide roads made an important difference in helping to fight the fire.

**ACTION STEP:** Ensure consistent compliance with CLCC parking rules on all roads and cul-de-sacs.

4). We learned from the Fire Marshall that our fire hydrants were extremely valuable in fighting the fire and made a big difference in the ability of the first responders to save homes. The CLCC fire hydrant network is maintained by Three Lakes Water and tested regularly by the fire department.

**ACTION STEP:** Ensure that annual certification documentation is requested from both the fire department and Three Lakes Water.

**ACTION STEP:** Given that the fire hydrant network was installed almost 50 years ago - long before the vast majority of homes existed - have the fire department evaluate the network to determine if we have the right number and coverage of hydrants; develop a detailed location map of all hydrants.

ACTION STEP: Ensure that Three Lakes Water keeps all hydrants clear for easy access, especially in winter.

5). We learned that overhead/suspended electrical lines are a potential risk for fire and a risk due to falling trees for continuity of power to private homes and to the overall electrical grid in CLCC.

ACTION STEP: Contact Mountain Park Electric to get an estimate to bury the main electrical feeder lines in the community.

ACTION STEP: Encourage CLCC property owners with overhead electrical lines from the main feeder lines to their individual homes, to contact Mountain Parks Electrical to get an estimate to bury their private electrical lines. Potentially a neighborhood bid could be coordinated.

ACTION STEPS: Review and edit ARC Building Codes to require that all new home builds in CLCC are constructed with buried electrical lines from the main feeder lines to the house.

6). We learned (from an owner whose home unfortunately burned) that fireproof safes are not fireproof for very long at high temperatures.

ACTION STEP: Review the contents of the safe in the CLCC office and determine options for off-site storage of duplicates of critical records and documents.

ACTION STEPS: Ensure that extra keys for all vehicles are located in an off-site location.

7). We learned that we were fortunate the fuel/propane tanks located near the Maintenance Shop did not blow up as a result of the fire which would have caused even more damage.

ACTION STEP: As we work to replace the destroyed Maintenance Shop, look at potential reconfiguration plans for the entire area to improve safety as well as maintenance capabilities..

8). We learned that had the office not been closed due to COVID and had actually burned, our ability to do critical business (including email communication) would have been significantly impacted due to some redundancy gaps across staff computers. COVID restrictions actually served to mitigate this potential risk this time as our administrator had almost full business functionality at her home office away from CLCC.

ACTION STEPS: Develop detailed continuity of business plans for all critical business functions to include remote capabilities for key staff.

9). We learned that personal relationships with key first responders were critical to our ability to manage this fire event. Relationships with senior fire personnel enabled us to get into CLCC very early on to assess damage to community and private property well in advance of what was scheduled by county officials.

ACTION STEP: Board and staff should strive to maintain and foster relationships with key first responder managers in Grand Lake and Grand County. This could be expanded to include political figures, town managers and Chamber of Commerce.

10). We learned that good insurance coverage is critical for community assets.

ACTION STEP: Require an annual and documented insurance review to ensure complete coverage of all community assets (new and existing). (We have done this recently, but we need to formalize it.

11). We learned that not all CLCC owners are signed up for Reverse 911 alerts.

ACTION STEP: Utilize our CLCC newsletter to regularly remind owners of the process to sign up for Reverse 911 alerts.

12). We learned that regular, email communication to all owners was key to minimizing confusion and misinformation during emergencies. Despite our best intentions the past few years, we learned that our contact database still has incomplete or incorrect contact information for a number of owners.

ACTION STEP: As all CLCC communications will be done exclusively via emails and texts, develop a process to ensure owners provide updates to their email addresses, phone numbers and mailing addresses. Ultimately this is the owner's responsibility and not that of CLCC staff.

13). We learned that renters in the community - both short-term and long-term - were largely left out of the emergency notification and evacuation processes.

ACTION STEP: Review renter regulations in the CLCC Governing Docs to determine if there are methods to improve the communication process for renters in emergency situations

ACTION STEP: Look at developing regulations that require the identification of long term renters in the community.

14). We learned that owners used a variety of different methods to winterize (fully, partially or not at all) their properties. Given the winter timing of this fire event, this proved to be a critical challenge for the HOA as we worked with the utility companies to both shut-off and then restore water, gas and electricity to homes. Many owners were unable to remotely provide access to their homes to utility companies or contractors trying to resolve potential issues.

ACTION STEP: Through the Newsletter, encourage all owners, especially new ones, to understand and utilize the appropriate steps to protect their properties from freezing damage in the event of an outage of any or all utilities.

ACTION STEP: Encourage owners to complete their own "lessons learned" exercise relative to the recent events.

ACTION STEP: Encourage owners, at their discretion, to have the ability to remotely provide access to third parties in the event of emergencies.

Again, these "lessons learned" will be discussed briefly in the next CLCC Board meeting on December 14. Please feel free to provide your thoughts and opinions.

Thank you for your attention.

Stay safe and stay healthy during the Holiday Season!.

Mark Woltkamp  
President, Board of Directors  
Columbine Country Club  
Grand Lake, Colorado