

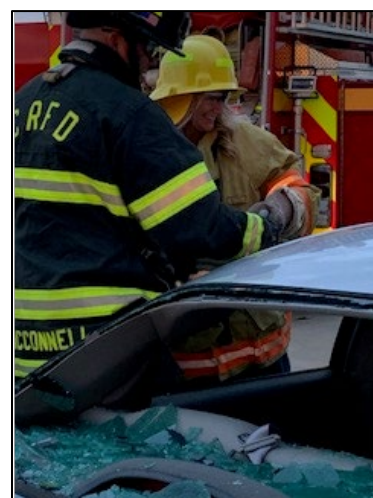
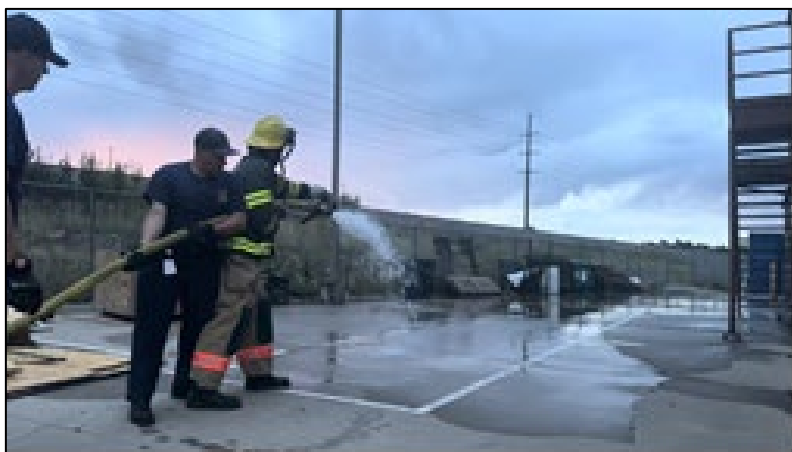
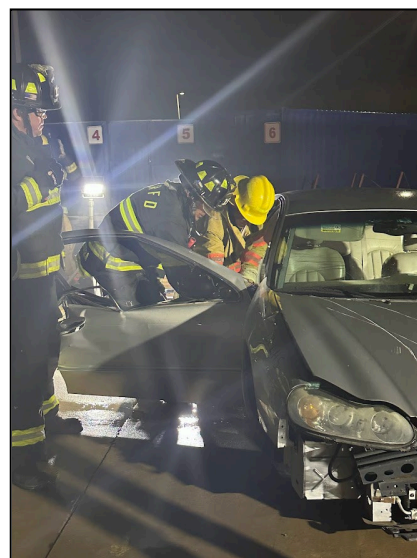
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

September 2023 Monthly Report

Department News: Below are pictures of the Your Town Academy Rescue. CRFD hosted 25+ students. They were able to use the jaws of life to cut up a car, hands only CPR and run a hose evolution, going into a dark room with partners to spray water on the theatrical smoke, simulating a structure fire.



Vision - To Be The Best - at providing emergency and prevention services
Mission - High Customer Satisfaction - through quality preparation and excellent service
Values - Strength, Honor, Integrity, Excellence, Leadership, Dedication, Service

Operations Division:
Deputy Chief Rich Martin

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
September 2023 ...100%

Of the 37 customer survey cards we received in September, 35 had the highest overall rating of 5. Two had a rating of 4. Some of the comments we received were; *“We cannot thank you enough for helping save our baby boy's life after he went into cardiac arrest. You arrived in less than 5 min and took care of us after he was Flight for Life to Children's. They said the EMTs saved his life, so thank you!”* Another read; *“Thank you for never once telling me to calm down. I was scared for my daughter and the team reacted calmly and professionally which naturally brought me down a notch. The team was excellent with my daughter. Thank you!”*

Call Statistics:

For the month of September, we responded to 577 calls for service. Last year at this time, we responded to 529 calls. This places our year to date calls at 4,937, which is 352 less calls or 6.7% lower than last year. Average calls per day for the month were 18.1.

Of the 577 calls for service in September, 374 of the calls were for EMS. We had 349 patient contacts and transported 275 patients. This time last year, we had 249 transports.

Fire Calls:

During the month of September, we ran 14 fire calls compared to 9 in September 2022. We had 37 alarm calls, which is 1 less than last year.

**** Please note that with the implementation of our new records management software, the provided link will allow you to view a more detailed synopsis of our operational data. We will no longer be placing charts in this report. Please click on this link, and if you have any questions, please contact me. ****

<https://crfd.imagetrendelite.com/Continuum/crfd/app/Playlist/4ae31d5a-7c04-49a6-94ce-df06d3b2f579>

Monthly alerts called by crews and follow-up:

Trauma Alerts	4	Transported to appropriate facility	100%
Stroke Alerts	5	Transported to appropriate facility	100%
STEMI Alerts	10	Transported to appropriate facility	100%
Sepsis Alerts	1	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Life Safety Educators:


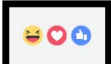


In August, we continued to have numerous scheduled events throughout the month, and contacted 601 residents (450 of which were children) through 11 scheduled public education events, and numerous other contacts through unscheduled events at the stations. This equals 18 hours of public education.

A synopsis of events that occurred this month include:

- CPR Training
 - A hands-only CPR class at World Compass Academy.
- We actively participated in another successful Your Town Academy event.
- We participated in the inaugural Mugs for Rugs event. This is an event to assist our senior citizens in fall prevention due to smaller cover type rugs in their houses.
- Participation in a Douglas County School District Career Fair at Eagle View Academy
- Mesa Middle School held a health-oriented career class. This was a first for us and Mesa who sponsored this event.
- We continue to work with Communications to refine the new crgov.com website and also work in conjunction with the town on website document revisions.
- There were also several unscheduled public visits at the stations.
- There were 22 car seat checks completed throughout the month at various stations. All customers indicated after our contact with them, that they are “better educated in child passenger safety after this experience.”

During August 2023 (reporting is one month in arrears), 1,077 users were following CRFD on the PulsePoint app. There were 5,048 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Below is a chart of our Facebook information for July (reporting is one month in arrears)

CRFD Facebook June 2023	
	3,752 Followers
	1,411 Likes and Reactions
	3,607 Page Views
	1,562 Post Engagements

Deputy Chief Commentary:

Through the month of September, we responded to 6.7% fewer calls for service than last year, at this time. This continues to be an overall trend this year involving all calls, and not necessarily any specific call type.

We continue to work with our vendor to answer questions and clarify data for the Medicare Ground Ambulance Audit. The requests have all been minor and were clarified without issue. The final report must be submitted by November 15th, and we do not see an issue with this being accomplished.

We have begun the process of gathering data to submit to the Colorado Division of Healthcare Policy and Financing for potential supplemental Medicaid reimbursements above what ambulance transports are currently reimbursed for.

Work continues in forming policy and protocols and for the state Naloxone Project. We continue to meet regularly.

I appreciate the outstanding job that our crews (Lt. Nate Peery, Engineer Nate McConnell, FF Steve Hoekstra, FFP Kyle Flores, FF Ross Marsh) and our educators (Jamie Duncan, and Colleen Sanderlin) did to make Your Town Academy a success.

We continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts from initial patient contact, through transport to the appropriate facility, hospitalization, and ultimately, discharge from a health care facility. We continue to work with our medical director to show these outcomes by utilizing The Modified Rankin Score. We believe this data is the most comprehensive at this time for us to get the best information and continue to look at ways to improve patient care and outcome.

Our ambulance billing revenues continue to be well above projections.

FF Josh Kenney successfully completed paramedic school and will begin his in-house precepting process the first week of October. Congratulations to Josh on this accomplishment!

Our Wildland Team, and our members assigned to Colorado Task Force 1, continue to be available for local, state, regional, or national deployments. We continually monitor this status to ensure we maintain appropriate staffing for our district.

In September, members were involved in physical fitness for a total of 288.75 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

We have received our PROPOSED 2024 budget that will be presented to Council. Most of our non-personnel items were approved, and we were approved for three positions for next year. No other personnel positions were approved. The proposed budget will be presented to Council in October with adoption to occur in November. We will continue to work on the needed personnel in future budgets.

We continue to work on a new location for Station 156 on town-owned property near the intersection of Castle Oaks Drive and Pleasant View Drive that may work for the station site. This location is just east of the original proposed site, and it would not negatively impact our projected response times for Terrain or Cobblestone Ranch. We have determined that the site is feasible for a station, so we will begin the pre-app planning process with the Town as well as initiating meetings with Town staff on next steps.

We had one recruit resign from the Academy in September, which puts us down to seven. We will look at filling this position next year as they were part of the hiring for 2024. The rest of the recruits are doing well, and they should graduate in early December.

Fire Chief Commentary:

The goats should finish grazing in Escavera in early October, and we have received a number of positive comments from the residents in the subdivision. With the success we saw with goats last year at the Metzler Family Open Space and Woodlands Bowl, we believe this is a cost-effective way to treat large areas of Town property. We will continue to work with our Natural Resource Specialist to set up a recurring schedule to have these areas treated on a regular basis going forward.

Based on some changes in state law about web site accessibility, we continue to review every item on our website, in conjunction with Communications staff, to determine what may need to change. At this time, we may end up significantly reducing the information available on the website by providing executive summaries of some of our larger documents due to the cost to convert them. This is an ongoing effort to be ready by the 1st quarter of 2024 when the new laws go into effect.

We sent out a request for quote (RFQ) to perform wildland mitigation on the town-owned property in the Timber Canyon subdivision. This area is approximately 14 acres in some pretty rugged terrain, and needs mitigation due to its proximity to the homes in Timber Canyon. This is part of our ongoing effort to address areas that were identified as Very High risk in our CWPP. More info will be provided as we move forward.

Members of the department participated in the Douglas County Community Foundation Heroes Gala held at the Denver Botanic Gardens at Chatfield. Brush 151 was on static display, several members participated with the Pipes and Drums, and it was deemed an overall success by the Foundation.

Finally, congratulations to all of our members who received Years of Service awards at the Town's recognition event. Of note, we had 22 members recognized for over 20 years of service, and Lt. Patrick Richardson was recognized with a milestone of 25 years. Congrats to all!



Some of the members that were in attendance

Fire and Life Safety Division:

Division Chief Bart Chambers



Division Chief Commentary

The month of September was busy with inspections, plan reviews and training. The Division has finished the fee schedule and submitted it to Development Services for incorporation and approval into the Town's updated fee schedule packet.

Our HOAs have reached out along with residents on the significant growth of grasses and scrub oak issues from the freeze last year. We have taken a proactive approach and have made personal visits to residents that have concerns as well as meeting with numerous HOAs. Some of the HOAs have established committees to address the wildfire mitigation needs for their respective associations and how best to start the process to become a fire wise "community". Concerns have been brought up by some of the HOAs on how to reduce the fire rating, and we have told them this is a marathon not a sprint but simple actions from residents to common areas controlled by the HOA are helpful.

We have met with residents one on one on defensible space to get them to look outward then back to their properties. This has been successful in getting our message out and seeing participation from them to start the process to harden their respective homes.

Starting in December/January, we will begin the code adoption process with Fire and Life Safety Division personnel and representatives from the line. Our approach on this upcoming code adoption is a united front from the operational needs; how the code applies to where the code is in place and how its application can assist with operations.

Our FPOs and Inspector have completed their ride alongs with station 154's crews, and I cannot say thank you enough for the support from the Chief down to the station crews on making this happen. The impact and better understanding the Fire and Life Safety Division members now understand what our operational personnel do each day has not only given them the ability to look past the code book and what they see in the field, but also better equip those on the line with safer response capabilities when arriving on scene to engage in an incident.

Congratulations go out to the following within the Division: Sr. FPO Howe for passing his ICC Inspector 3/Plans Reviewer exam. Sr. FPO Sullivan and FPO Sutherland for their 10 years of service with the Town, and Sr. FPO Howe on his 20 plus years of service.

Division Fire/Law Enforcement Training: The Fire and Life Safety Division conducted 85.5 hours of training for the month of September.

Inspections: 80 Construction, 26 Primary Business inspections, 8 Mobile Food Vendor inspections, and 8 Special Events inspections.

Plan Reviews: 127

Permits Issued: 25

Complaints: 4

Citations: 1

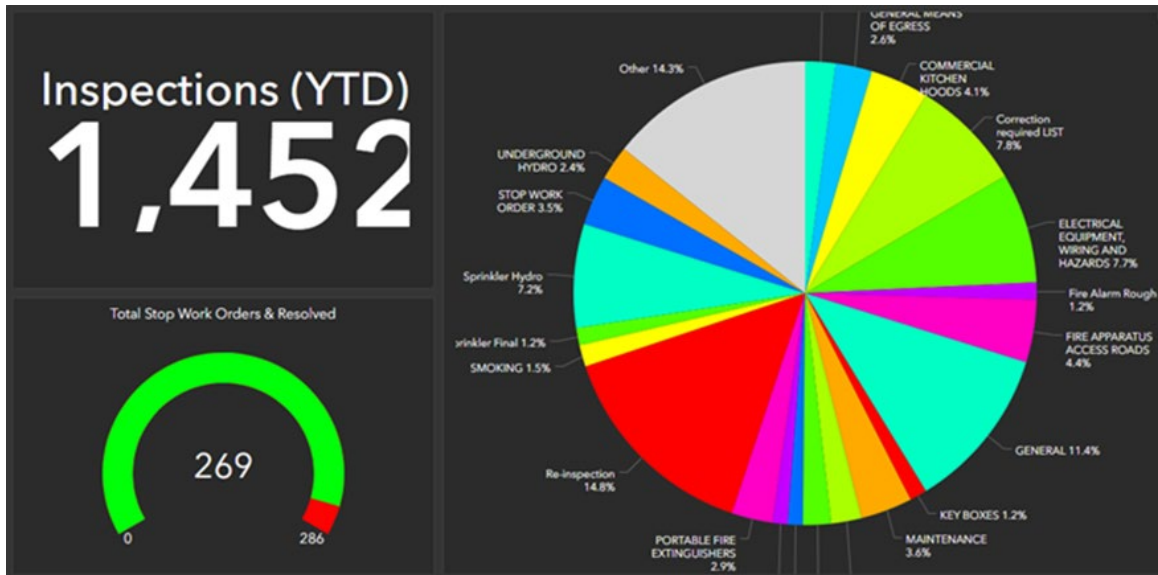
CORA Requests: 13

Fire Prevention Customer Inquiries: 60

Liquor License Reviews: 5

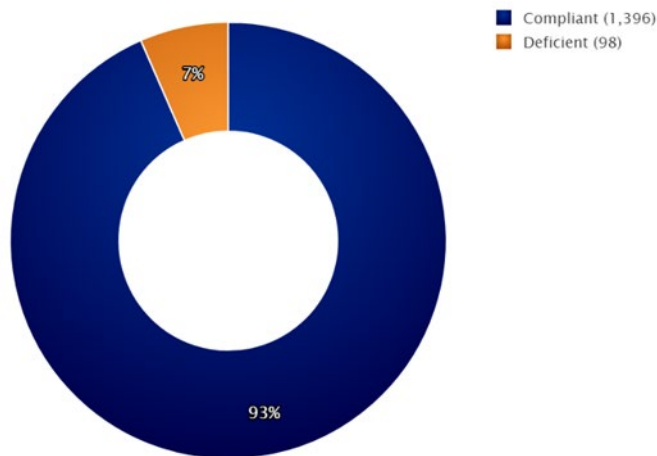
Fire/Investigation Responses: 3

Unmanned Aerial Vehicle (UAV) flights: 7 flights, 23,000 feet



Brycer Compliance Engine Reporting for Fire Protection Systems: 46 deficiency reports

Compliant vs. Deficient Systems



Vision - To Be The Best - at providing emergency and prevention services

Mission - High Customer Satisfaction - through quality preparation and excellent service

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Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

There's been a lot going on in and around the Training Division...between the regularly scheduled trainings, the ALT process, the LT process, the upcoming Asst. Fire Marshal and STO processes, the ALT school, the recruit academy, the new vent prop, and planning for live-fire trainings; it requires us to ask for a lot of help to make it all happen...and you've all immediately stepped up to ensure that these processes are the best that they can be. It isn't lost on us how great it is to be part of a department that cares as much as we do, and we are thankful for your patience, time, and effort on all fronts.

Congratulations to all of the members who participated in the Lieutenant process! Regardless of the outcome, we know that it takes courage, a lot of preparation, and a lot of energy to put yourself forward for a promotional process, and we appreciate all of the candidate's efforts throughout. Also, thank you to the department members who helped design and evaluate the process.

The 19th annual Denver 9/11 Memorial Stair Climb was on September 11 and it featured a large CRFD presence. Between the volunteers and the climbers, we had 19 active members and three retired members participate. Next year will mark the 20th climb in Denver, and this event wouldn't be possible without the support of the CRFD individuals and our organization.

Department Training: The final hands-on session on standpipe fire operations at the Douglas County parking garage downtown occurred this month, and we'd like to thank Nate Peery and Jake Malone for their work on this series of trainings. We also were fortunate to have Kevin Travis lead an online EMS training on sepsis, and Seth Roan lead the department-wide awareness level trench training.

Academy Update: After one of our eight recruits resigned, we are now at seven members still at the WMFR academy. As they cleared the first third of the academy, they all had rigorous practical and written testing to prove what they'd learned. We are currently planning the transition portion of their academy, which should get them on line in mid-January. Steve Patik will remain with the recruits through that transition piece.

CMCB: The Colorado Springs Training Division recently completed a revamp of the Certified Evaluator course, moving it to an online format that looks and feels very professional. We had a chance to preview it recently, and it will be rolled out to all agencies within the next couple of months.

Special Operations Training: The TRT conducted trench training in conjunction with the department-wide trainings. We were able to again work with the Water Department to have them dig the trenches and host us at the Ray Waterman Water Treatment Facility.

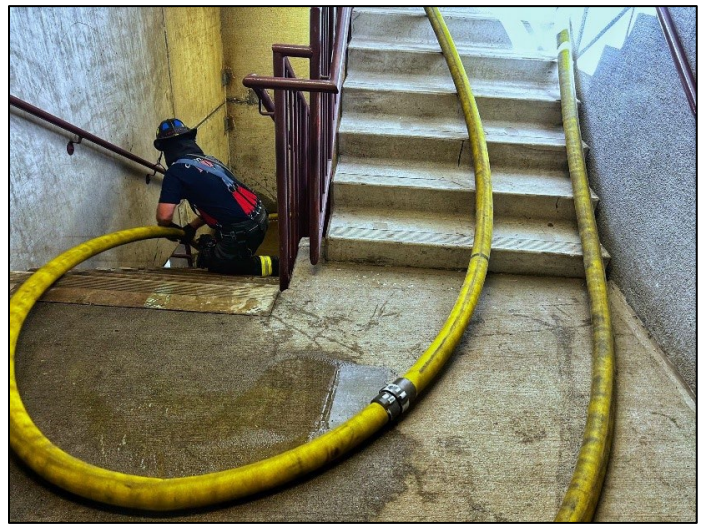
August department-wide training hours: 1,884.

We are currently working on the following projects:

- Plan-A videos
- EMS training
- WMFR academy
- CMCB
- STO program development
- Hiring/promotional processes
- Hosting an IAFC WUI pilot class



TRT trench training



Standpipe training



CRFD participants at 911 stair climb
(not everyone pictured)



Your Town Academy

Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

The month of September was full of activity in the Logistics Division.

We held a virtual pre-construction meeting with Heiman Fire Equipment on the build of the Type VI brush truck for Station 156. Lieutenant Richardson and I met over Zoom with Heiman Fire representatives. During this time, we went line by line over the specifications we had previously built for the unit verifying all parties were on the same page. Great effort has been put into the specifications, drawings and contract to ensure this unit will be the same as our current Type VI's. I also traveled to Greensboro, North Carolina to receive factory training on the new Eagle air/light trailer and to bring it back to Castle Rock. This new trailer will be housed at Station 153 in the small bay next to the reserve Battalion. With this addition, we will now have SCBA fill capability at all of our fire stations. Over the next few weeks, the trailer will go out to have an exhaust adapter installed for the Plymovent system, graphics installed and light tower installed by SuperVac in Ft. Collins. Once the unit is ready to go in-service, a training will be hosted for the crews. In addition to these projects, we also have a Medic unit build beginning at Osage Ambulance. We hope to have this unit by about March or April of next year.

We also continue to work with MSA, Motorola and DCSO for a solution to the communication issues we had experienced with the Bluetooth to radio. We are scheduled for radio reprograms and cord replacements on all lapel mics the week of Oct 9th. This will require the touching of each portable radio. Please keep this in mind and prepare for it. LEST Tad Keegan and the DCSO radio technician will be around to each fire station to get this accomplished.

LEST Tad Keegan continues to handle the day-to-day logistics needs of the department. This includes tools, equipment, uniforms and PPE. Tad is also the primary approver of the Home Depot/Supplyworks station supplies orders and the medical oxygen. Tad also continues to manage the ordering of any needed supplies and equipment. In September, we continued the use of the uniform request program. Since going live, we have fielded, fulfilled and/or ordered items based on 146 requests. Also, in order to make the items available in a more timely and organized manner, a package locker has been installed at the PSTF South lobby. This allows members to be notified of when and where the requested items are available. This delivery method has been successful. Tad has also continued to work with Lieutenant Patik on needs for the recruits in the West Metro Fire academy.

Sr. EVT Ben Jennings continues to handle the repair and maintenance needs of the department fleet. He continues to handle all repairs and maintenance on the heavy fleet and as needed on the light fleet. Units Ben has had through the shop or touched in September include, Units 107, 155, 082, 080, 146, 185, 144, 110, 106, and 221. Ben has worked extensively this month on aerial

issues, and he continued to work on Unit 125 as time allowed. Ben also coordinated with Town Shops on repairs to Medic Unit 106, which lost a turbo, and with MHC on clutch replacement on Brush 159. After some issues with parts, Brush 159 has returned back to our shop for a check over before returning to service. Myself and LEST Keegan assisted as needed in parts chasing or test-driving units.

Division Project Report

Facilities projects
R&D Team projects
Station 156 Apparatus

Eagle air/light trailer (Received)
Station 153/154 landscaping planning
SCBA/radio communication project



Eagle air/light Trailer



Accreditation and Emergency Management: Assistant Chief Craig Rollins

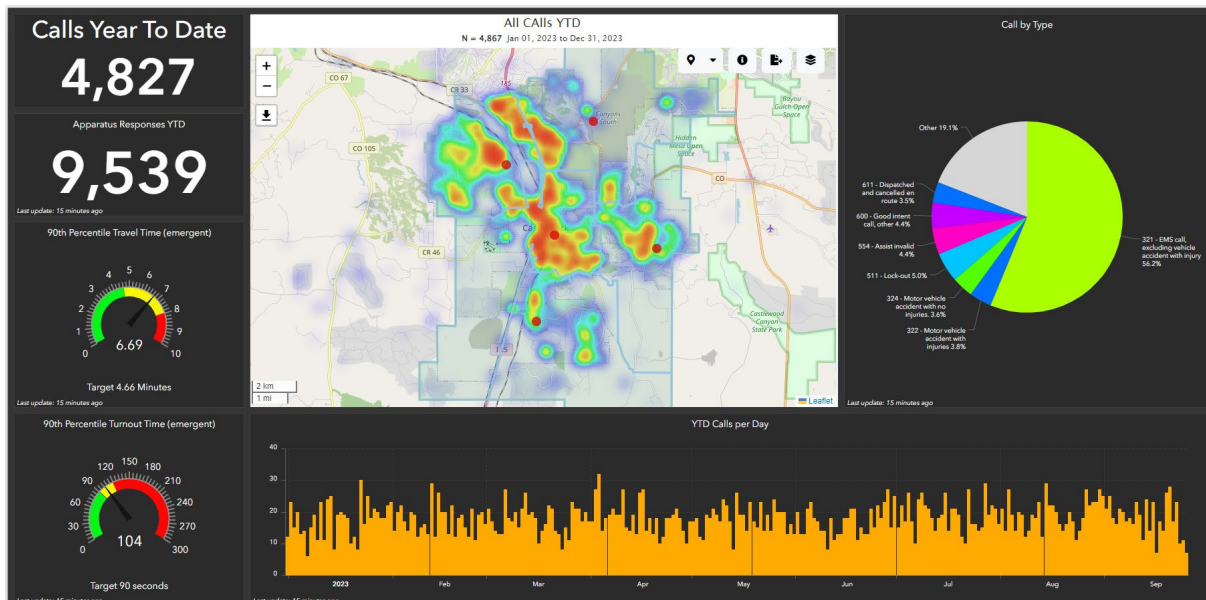
In September, I attended a number of meetings to finalize the second draft of the NFPA 1022 Standard for Fire and Emergency Services Analyst Professional Qualifications. We believe the document will be approved this fall for a vote early next year. You can find more information about [NFPA 1022 by following this link.](#)

Work continues with ImageTrend to migrate legacy data (High Plains/E.I.S.) into Elite. This month, with a lot of help from Santi Smith from DoIT, we were able to provide a personnel response file for the past five years, complete with incident number, unit assigned, dispatch, and in-service times. ImageTrend now has all data needed to develop a complete five-year database.

In other ImageTrend news, the Continuum module should be updated by the end of the first week of October with the updates enabling NEMESIS 3.5 reporting. Once we get notification our system is updated and can verify our reports are functioning, we'll look at providing members with access to the Continuum module.

In other data news, I have been working with DoIT and GIS to develop a consolidated data set. The intent is to develop custom dashboards using any data we access and drop into ArcPro or ArcGIS Online (AGOL). So far, the test dashboards are coming together pretty well. Below is a snap shot of an operations dashboard. I am working to add filters for stations and shifts. I am also trying to bring the Training Master Calendar into the station dashboard; more to come on that.

Year to date incidents



Link to the draft [ImageTrend monthly data.](#)