

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

## January 2024 Monthly Report

**Department News:** A few pictures from our 108<sup>th</sup> Annual Awards Banquet.



Richardson and Nelson received their 25 years of service award



Kunau, Murphy, Marsh, Crewse, Hanley and Winters received their 5 years of service award



Wehling, Reed, Murphy and Robberson received a Commendation award

**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  
**January 2024 ...100%**

Of the 31 customer survey cards we received in January, 31 had the highest overall rating of 5. Some of the comments we received were; *“In a scary time for our family, they went above and beyond w/our young daughters. Thank you so much! We will always remember the kindness you showed us.”* Another read; *“I could not have asked for a better team to respond to my medical emergency (a broken pelvis from falling in the night). The guys were professional. Careful, reassuring, kind and upbeat! And they were great in communicating what they were doing and why!”* Another read; *“My parents live in Castle Rock and your team has taken care of them more than once. I feel like they are so safe in your care & we are so thankful for your team.”*

**Call Statistics:**

For the month of January, we responded to 637 calls for service. Last year at this time, we responded to 536 calls. This places our year to date calls at 637, which is 101 more calls or 15.9% higher than last year. Average calls per day for the month were 20.5.

Of the 637 calls for service in January, 361 of the calls were for EMS. We had 296 patient contacts and transported 260 patients. This time last year, we had 208 transports.

**Fire Calls:**

During the month of January, we ran 7 fire calls compared to 7 in January 2023. We had 68 alarm calls, which is 35 more 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:**

<b>Trauma Alerts</b>	<b>0</b>	Transported to appropriate facility	<b>100%</b>
<b>Stroke Alerts</b>	<b>8</b>	Transported to appropriate facility	<b>100%</b>
<b>STEMI Alerts</b>	<b>1</b>	Transported to appropriate facility	<b>100%</b>
<b>Sepsis Alerts</b>	<b>1</b>	Transported to appropriate facility	<b>100%</b>

**Significant Incidents:**

**A Shift:** On January 8, Battalion 151, Bureau 154, Division Chief 151, Division Chief 161, Engine 152, Engine 153, Engine 154, Engine 161, Medic 151, Medic 153. Quint 151, Quint 155, Tender 142, Tender 161, Tender 181, Tender 184 responded to a unhydranted residential structure fire on Dillon Drive. Fire escaped the rear of the fireplace and burned a portion of the rear of the house. No civilian or firefighter injuries.


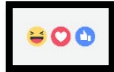


**Life Safety Educators:**

In January, we continued to have numerous scheduled events and contacted 250 citizens through 17 events, (114 of which were children), and numerous other contacts through unscheduled events at the stations.

A synopsis of events that occurred this month include:

- 84 members completed BLS renewal training throughout the month
- FLSE Duncan participated in a National Reading Day activity with 46 students and staff at Merryhill Academy.
- FLSE Sanderlin presented the Nymb1 program to 25 residents and staff at Bonaventure Living Center. Colleen is continuing to work with their staff on ways to continue delivering this valuable information
- Two community members successfully completed a HeartCode skills check off.
- There were also several unscheduled public visits at the stations
- There were 35 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.”
- Crews also assisted and participated in several public education events

During December 2023 (reporting is one month in arrears), 1,004 users were following CRFD on the PulsePoint app. There were 4,845 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

CRFD Facebook October 2023	
	3,612 Followers
	329 Likes and Reactions
	3,311 Page Views
	345 Post Engagements

Here is a chart of our Facebook information for December

### **Deputy Chief Commentary:**

We have had a 15.9% increase in calls for service over this time last year. The increases have been in all categories of calls.

Numerous awards were presented at the annual banquet to members involved in department operations. There were awards presented for four clinical saves, one unit citation, five meritorious service, four commendations, Chief's Choice, and length of service for those who reached their five, ten, and twenty-five-year milestones. Congratulations to all of our recipients!



We continue to move forward with our newest members ongoing orientation and station rotations. Much appreciation to the

Training Division for their work on having our newest members prepared to come on line.

Our compliance rate with the state for our EMS data submission continues to be in the high 90<sup>th</sup> percentile. This is an outstanding rate, and I want to thank everyone for their attention to this. Our new reporting system has made this process much easier to submit and keep track of what is not being submitted. There has been a technical issue between Dr. Luyten and CDPHE's website for him to complete his portion. The health department is working to correct this.

Work continues at a steady pace implementing policy and protocols and for the state Naloxone Project during our ongoing monthly meetings.

There were some new system protocols that were released this month as well.

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.

In January, members were involved in physical fitness for a total of 360.5 hours. Annual physical fitness assessments for all members have begun and will be completed by May 1.

## **Administration Division:**

### **Fire Chief Norris Croom**

#### **Key Admin Issues:**

A new year brings a new budget, new projects, and new challenges! Our three new positions for this year are already on line, the Safety and Training Officer (STO) program and positions are now fully operational, and we have started the year off very well. While we anticipate continued revenue challenges, we will do everything we can to maximize our budget dollars to stretch them as far as possible.

We hosted our annual awards dinner last month, and we had excellent attendance from staff, Town Council, and Public Safety Commission. Numerous awards were presented, and I would like to specifically recognize Battalion Chief Cameron Nelson and Lt. Patrick Richardson for receiving their 25-year awards. Hired in 1998 to add to the existing nine career firefighters, these two individuals have been instrumental in developing the department to where we are today. Congrats to all who were recognized at this event!

We signed a contract 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. Work was expected to begin late January with an expected completion date in March or April, but weather has played a factor into the start date. Weather dependent, work should now start in February, and hopefully, April is still a realistic completion date.

We developed an RFP to secure an Owner's Representative to begin the Station 156 construction process. The RFP went out in early January, and five firms submitted proposals by the deadline at the end of January. These are being reviewed now, and a selection should be made in early February. Once on board, we will begin working on a construction budget, more refined timeline, and developing an RFP for an architect. Much more to come as we move forward with this project.

#### **Fire Chief Commentary:**

Our Fallen Firefighter Memorial project continues to progress. After the PREAPP meeting with the town, it was determined that it is feasible to move forward on this site. We are now working on developing an agreement between the Town and Library to be able to use their property, and once that is signed, we will continue to move forward with design concepts which will lead to the development of a budget and construction process. More to follow on this project as well.

After meeting with the Douglas County Office of Emergency Management on establishing helicopter dip sites for wildland firefighting, I met with representatives from Parker Water and Sanitation as well as Castle Rock Water to determine the feasibility of using the Castle Rock reservoirs in Sedalia and the Rueter-Hess reservoir as potential dip sites. Both agreed that they would be willing to allow us to use them, and DC OEM is now working on getting the necessary agreements in place.

We also met with South Metro Fire, the developers of the Canyons North project, and the City of Castle Pines to determine a location for a future fire station in this development. The southern half of the development is in the Castle Rock Fire Protection District with the remainder in South Metro. Potential locations would place this future station near the district boundary, and additional work is needed to determine the best location and whether it would be in South Metro or the CRFPD. The entire development is in the City of Castle Pines, and it is located immediately east of Sapphire Point and will be able to be accessed from Crowfoot Valley Road.

Finally, Assistant Chief Craig Rollins was selected to participate in the International Association of Fire Chiefs (IAFC) Fire Service Executive Development Institute (FSEDI) 2024 cohort. This is a premier and highly sought-after leadership program, it is very competitive to get into, and Craig was 1 of 24, out of roughly 250 applications across North America, to be accepted. Congratulations Craig!

## **Fire and Life Safety Division:** **Division Chief Bart Chambers**



### **Division Chief Commentary**

As we spring into the new year, we have started the process of hiring a new Fire Prevention Officer. We are also bringing in a dedicated Fire Plans Examiner position into the Fire and Life Safety Division and now setting the framework for a better diversified “Fire Prevention Program” following the NFPA 1730, Public Fire Prevention organization guidelines. The purpose of NFPA 1730 is to specify the minimum criteria addressing the effectiveness and efficiency of the fire prevention organization, through fire prevention inspections, code enforcement, plan review, investigations, and public education operations to the public by fire departments and other organizations. It will also identify the minimum requirements relating to the fire and life safety division’s needs on our deployment of fire inspections, code enforcement, plan review, investigations, and public education operations. The document also addresses the division’s functions and objectives of fire prevention service delivery, capability and resources as well as the strategic and policy issues involving the department and deployment of the fire and life safety division’s programs.

With this frame work, we have also added the following task books: NFPA 1033 task book for Fire Investigator and NFPA 1037 task book for Fire Marshal Certification. These will be included with the other task books we established last year with the Fire Inspector I, II and III certifications. These elements have been put in place for our growth and development of our members through formal training and ongoing certifications, which supports the division’s sustainability and succession planning internally.

Last month, we met with representatives from DFPC’s Community Risk Reduction leadership to discuss the needs for formal training classes for our fire inspectors state wide. In discussion, we spoke about the frame work and success from other states, such as Pennsylvania and Connecticut, whose fire prevention training programs are recognized for producing trained and qualified personnel to conduct those required tasks within a fire prevention bureau. The courses we were looking at were fire inspection for Company Officers, Fire Inspector I, Fire Inspector II and formulating a Fire Marshal certification track. These courses would also address the NFPA required task books as what has been established by our division over the last year.

The new fee schedule, which was implemented on November 1, 2023, has assisted the division in accounting for work being accomplished and holding contractors and businesses accountable. We are now in line with other fire prevention programs in the region as what to expect and clarity on fees for plan reviews, special events and inspections.

The division also implemented a new scheduling program to assist in reducing the administrative time the staff was taking to schedule inspections. This program, Calendly, is in place, and we are having success with the scheduling of inspections. When people are requesting rush or





## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

For the first time in the department's history, we now have a Safety and Training Officer (STO) who is staffed and serving the shifts. This was possible only through the support of the Fire Chief, the Executive Staff, the BCs, and Operations; along with the financial support of the Town Manager and Town Council. We are excited to see how this position can help the shifts, and we look forward to experiencing the dedicated Safety Officer role on incident scenes.

The division's primary focus in January was on getting the STOs familiar with division operations, and planning out how their position will function on shift. As part of that, we did a two-day retreat, where we planned out the integration of the position and the division priorities over the next year. Additionally, we discussed the Acting STO program, and have begun working with those members to ensure they are comfortable in their roles.

We were also able to acquire some new training props that will help companies with their in-station trainings. EMS manikins were delivered to each station that has a medic unit, and these will help in training new paramedics as well as providing new ways to do continuous education with our current members. Drag dummies were also delivered to each station, allowing crews to conduct search/rescue drills without having to leave the firehouse. Lastly, each member was given a SCBA mask cover that is custom fit to the MSA masks, allowing for obscured vision training while on air.

Department Training: Kevin Travis led all of the crews through an in-service training on our new gas monitors, which have started to go on the trucks. At the end of the month, Mike Moore and Clay Kallweit taught our biennial three-day Wildland Command Class for the newest round of ALTs, who were joined by several other department members. We also worked with the FLSD to provide training to each shift on how to respond to and deal with commercial fire alarms. Finally, thanks to the CPR instructors for getting all of the department's annual renewals completed in January!

Academy Update: Academy class 23-02 completed their Transition Academy in the middle of the month, and joined their shifts immediately afterward. Thank you to all of the crews and instructors who helped get our newest members ready, and one more shout out to Steve Patik for all of his work before, during, and after the academy class!

Hiring Processes: We are currently working to fill a Fire Plans Examiner position for the FLSD, and will have interviews later in February. We are also going through the hiring process for at least three new firefighters to join the August WMFR academy.

December department-wide training hours: 2,931

We are currently working on the following projects:

AENG/ENG processes and class  
Hiring/promotion processes for FF and FPE  
EMS training

STOs  
CMCB  
Next round of SimsUShare



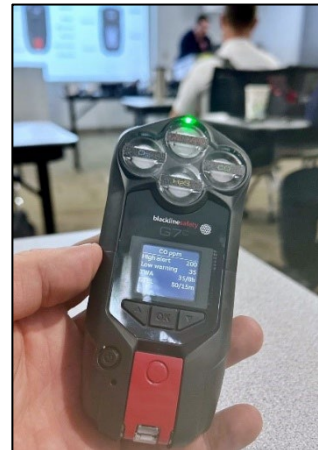
Quint 155 B at the FTC



Recruits Completing the Transition Academy



Gas Monitor In-service Training



Gas Monitor In-service Training



Safety 151 In-service on Jan. 24

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**Logistics Division:**  
**Division Chief Jim Gile**



**Division Chief Commentary:**

I continue to back fill in for the Logistics Equipment and Support Technician (LEST) position and duties while the position is vacant. Our new LEST is scheduled to start on February 7. There will obviously be a learning curve as we introduce Landon to CRFD and what the positions entails.

Other activities by the Logistics Division included, work on Special Ops. equipment replacement, which includes CGI's as well as new Sensit combustible gas locators and FLIR Radiation I. Hazmat Lead Travis has been busy training crews on their use. We have also worked on rope rescue equipment replacement and have ordered the requested items as budgeted. There has also been much work on end of year closeout and follow up on items that had been scheduled or ordered so we can make sure the appropriate budget gets moved into the new year. January also started our annual service and testing for our firefighting equipment. In January, all MSA breathing apparatus were flow tested and serviced. In addition, all the Hurst extrication equipment was serviced and tested. We also have hose testing, pump testing, ground ladder testing, fit testing and more on the calendar. Look for more info to come on these.

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 January include, Units 221, 121, 080, 082, 101, 106, 111, 116, 155, 102, and 221. He had a total of 175 hours charged to units and I had an additional 31.5 hours charged. During the extreme cold weather we had in January, we did incur some damage to trucks. Ben has worked diligently to repair, replace or order parts needed.

The new LEST, Landon Brunk is local, and lives just west of town. Landon has an Associates in Fire Science from Pikes Peak Community College and has held Firefighter and Hazmat certs. He has not worked in the fire service, and instead has managed a Blackjack Pizza in Aurora for his father-in-law for the last 10 years. Landon has also worked part time for a fire mitigation company, that has done work for the state and the town. He is excited to start, and we look forward to his making an immediate impact in the LEST position.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for January are 5,727. Year to date is 5,727, and the total since we began the program is 268,231. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

## Division Project Report

Facilities projects  
R&D Team projects  
SCBA/radio communication project  
Annual service and testing of equipment

New medic unit build from Osage Ambulance  
Station 153/154 landscaping planning  
Station 156 Apparatus:  
Engine ordered  
Type VI contract completed  
Chassis delivered



New medic unit

## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

In January, FF/PM Spronk updated the 2020-2024 Strategic Plan based on the 2023 Annual Program Appraisal, and drafted all necessary documents ahead of the February 20<sup>th</sup> presentation to Town Council. This will be the last update to the current Strategic Plan. The department will be reviewing the previous strategic planning process, looking for volunteers to help with the next strategic plan, and begin external stakeholder session as soon as the 1<sup>st</sup> quarter 2024. If you have any interest in helping set the department's path for the next five years, please contact me. Additionally, FF/PM Spronk is beginning to assume a more active role with our accreditation activities.

Very good progress was made in January with ImageTrend toward getting the five-year dataset verified and loaded. As of the end of the month, all datasets (incidents, apparatus, and personnel) were verified by ImageTrend and test scripts for data loading should start running in early February.

In other data news, the department secured two ESRI Data Interoperability licenses after some successful testing. This tool greatly increases the types and location of data we can access. Along with this, DoIT developed a dedicated fire database to store the multiple data sources we are looking to integrate with (ImageTrend, HighPlains, ER, First Due, Vector Solutions, Trakt). This will not be a quick process, since many of the data sources lack a common identifying key. So, as we look at each data source, we'll need to identify how each data record correlates to the other sources.

We had ongoing conversations with Douglas Regional Communication Center about obtaining unit status log data. These are very large datasets since they capture each apparatus' status every 3 seconds or 100 meters. Given the size of these data files, DRCC doesn't archive the files, but we may be able to setup an API or data rest to query that data as needed. One of my goals is to be able develop a more comprehensive unit hour utilization (UHU) metric that includes all status changes captured in CAD, not just calls for service. There is still a lot of work to do on both the Data Interoperability tool and the unit status log, so stay tuned. This data along with data accessible through the Data Interoperability tool could provide us with a comprehensive unit hour utilization (UHU) that is inclusive of all department activities (calls, training, public education, etc.) giving us a better picture of which crews are busy as well as what activities and where their time is spent. Currently, our UHU is limited to time assigned to calls for service.

On the emergency management side of the house, the final draft of the updated EOP will be finalized in early February and go to Town Council for adoption in March. Work still needs to continue on incident-specific annexes and annexes related to the Douglas County Health Department (ESF8 Public Health and Medical Services, Pandemic, and Mass Fatality).

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