

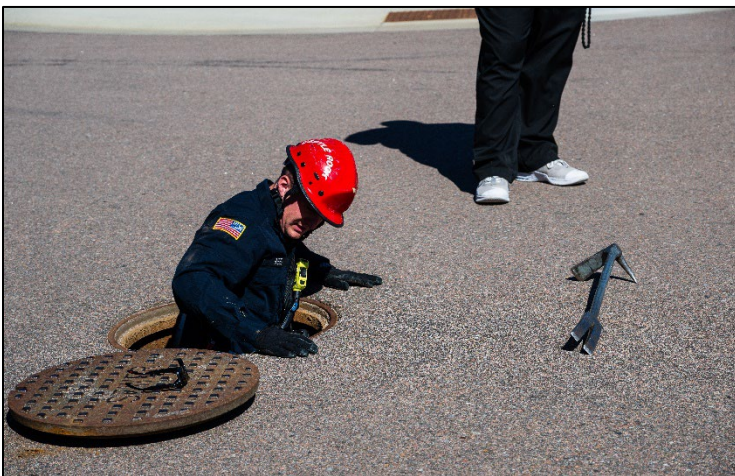
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

August 2024 Monthly Report

Department News: Below are pictures from a confined space rescue. The patient was safely removed and transported non-emergent to a nearby hospital.



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 Oren Bersagel-Briese

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
August 2024...100%

Of the 10 customer survey cards we received in August, 9 had the highest overall rating of 5, and 1 had a rating of 4. Some of the comments we received were; *"You all took such good care of my mom while she was in tremendous pain & I was very grateful for how kind you were to her. Thank you!!!"* Another read; *"Excellent in every aspect. Quick response, great care & wonderfully helpful. Thank you for your fabulous response."*

Call Statistics:

For August, we responded to 638 calls for service. For the year, we have now responded to 4712 calls, which is 353 more than at the same point in 2023. We averaged 20.5 calls per day for the month.

Of the 638 calls this month, 14 were fire-related, 35 were motor vehicle crashes, 77 were service in nature, 366 were EMS calls, 68 were good intent calls, 52 were alarms, and the remaining were miscellaneous. In August, we transported 309 patients to area hospitals, with 229 transported to Castle Rock, 66 to Sky Ridge, and 14 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 433 responses	E154 with 206 calls	M154 & M151 with 197 calls

For a more detailed breakdown of our operational data, [\[click here\]](#)

Report Key:	
BC = Battalion Chief	CH = Chief Officer
Q = Quint	SQ = Squad (rope and water rescue)
E = Engine	Sta = Station
M = Medic	SMFR = South Metro Fire and Rescue
SAFE = Safety and Training Officer	HR = Heavy Rescue

Significant Incidents:

A-Shift:

- Aug 12: BC151, E151, M151 responded to a cardiac arrest.
- Aug 18: BC151, E151, M151 responded to a cardiac arrest.
- Aug 30: BC151 E154, M154 responded to a cardiac arrest.

B-Shift:

- Aug 4: BC151, CH151, SMFR BC4, E152, E153, E154, M151, M153, M154, SMFR M36, SAFE151 responded to a multi-casualty incident.
- Aug 15: BC151, CH152, CH181, E151, E153, Q155, SMFR HR34, M151, M153, SAFE151 responded to a confined space rescue.
- Aug 16: BC151, E154, M154 responded to a cardiac arrest.
- Aug 16: BC151, E151, E154, Q155, M151, M154, SAFE151 responded to an extrication crash.
- Aug 22: BC151, E153, M151, SAFE151 responded to a cardiac arrest.
- Aug 22: BC151, CH151, BR154, BR155, M154, SAFE151 responded to a small brush fire.

C-Shift:

- Aug 1: BR154 responded to assist with the Quarry Fire.
- Aug 7: BC151, E153, M153 responded to a cardiac arrest.
- Aug 8: BC151, E153, M153 responded to a cardiac arrest.
- Aug 19: BC151, E154, M153 responded to a cardiac arrest.
- Aug 25: BC151, E153, M153 responded to a cardiac arrest.
- Aug 26: BC151, CH151, CH153, E151, E152, E154, Q155, M151, M154, SAFE151 responded to a residential structure fire.

Deputy Chief Commentary:

Thank you to all of the crews for your hospitality and open conversation on what we can do better and what we should keep doing well. Riding with the BCs was a lot of fun, and I especially valued the time that we spent with you in the firehouses. A lot of stuff came up in those kitchen table talks, and all of it has been put on a list of things to look at. It's clear that everyone is very proud of how we operate, and I look forward to finding new ways to support what you do. We also held our first re-designed Ops Meeting in August, and those conversations echoed and expanded on what was brought up during the station visits.

Late in the month, Lt. Coffin and I attended the 20th Anniversary NFFF Life Safety Summit in St. Louis. This was a three-day gathering to update the 16 life safety initiatives. It was enlightening to be involved in those breakout conversations, and we think that the updated initiatives will reflect the needs of our evolving profession.

Special Operations: Our wildland crews wrapped up their time in California and have returned from the deployments to the Stanislaus National Forest. We are also currently working to update the in-district wildland response maps, and Lt. Kallweit will be rolling out the updates later this year.

A big upgrade to our special operations response is coming in the form of a new-to-us box truck. We worked with SMFR to acquire a surplus vehicle, which will replace the trailer that we currently have. The truck is getting a mechanical once-over and new decals before it returns to have

Eng. Norris lead the upfitting of the equipment. Thank you to Logistics, Town Finance, Town Fleet, and SMFR for all of the work to get this vehicle into our fleet.

EMS: Town Council approved our purchase of new LifePak 35 cardiac monitors, and the order has already been placed. We expect that the new monitors will arrive in 4-6 weeks, and then we will work on some vehicle updates to support them, as well as a training plan before placing them in service later this year. We also made good progress on some updates to our Paramedic Precepting Program and our required EMS certifications.

We are currently working on the following projects:

- Station 156 design
- Upgrading our cardiac monitors
- Accreditation/EM hiring process
- Football standbys
- 9/11 memorial stair climb

Motor vehicle crash in the Terrain neighborhood



Visit by a CPR save



Swiftwater training at Chatfield



Extrication crash on Front Street



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

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Town Council approved on second reading the ballot measure this fall asking for a .2% increase in sales tax. If the measure wins, the department would receive eighteen positions over the next five years, and nine of those positions would come in 2025 to place a 4th medic unit in service. There would also be six additional positions for Operations, one for Logistics, one for Fire and Life Safety, and one for Admin. The measure is known as “2A” on the ballot, and we can only educate on this measure now that it is on the ballot. No advocacy can be done on town time or using town resources.

Work continues on Station 156. The RS&H contract will be taken to Council on September 3 for approval, as it was pushed from the August 20 meeting to assess overall project funding. Once approved, we will begin the design phase while also working on getting approval for the rezone and replat of the property. We remain a little concerned about the total project cost, and will be working on construction estimates with the architect and owner’s rep.

Wildland mitigation work on town-owned property finished with the goats at the Metzler Family Open Space. We treated approx. 72 acres at this location and reduced the risk behind Latigo as well as in the more heavily timbered portion of the property. The goats are now in the Woodlands to treat approx. 52 acres in that subdivision, and they should be done by mid-September.

Three members started in the West Metro Recruit Academy in August, and will graduate in December. These three are to fill vacant positions due to retirements and resignations.

Fire Chief Commentary:

Council approved our request to purchase new LifePak 35 cardiac monitors. Our current monitors reached their end-of-life expectancy of ten years two years ago, and we have been waiting for the 35’s to be released. This is budgeted as part of our general long-term plan (GLTP) for replacement of large dollar items, and the new monitors and supporting equipment have been ordered. The total cost for this project is approx. \$765,000.00 dollars.

The BMW Championship golf tournament was held at Castle Pines. While this event was in South Metro Fire’s district, we did see an increase in traffic and people in the community overall. However, we did not see an increase in call volume, and South Metro needed minimal resources from our department.

Fire and Life Safety Division:

Division Chief Bart Chambers



Division Chief Commentary:

The Fire and Life Safety Division has been busy on numerous fronts, especially working with our residents and HOAs on Wildfire Resiliency and Defensible space needs. These meetings with our community have been successful on getting the word out and educating our residents, from individual property owners, to the HOAs and working with the media to address the importance of defensible space and becoming Firewise communities.

We were successful in our search for a Fire Prevention Officer and Plans Examiner for the Fire and Life Safety Division. Our candidate for the Fire Prevention Officer position is coming from Texas, and our candidate for the Fire Plans Examiner position is coming from Elbert County. Both are in the back ground process, and we are hopeful that both will be starting at the beginning of October. Both candidates have a strong back ground in their respective positions and would be an asset to the Fire and Life Safety Division, the department and the Town.

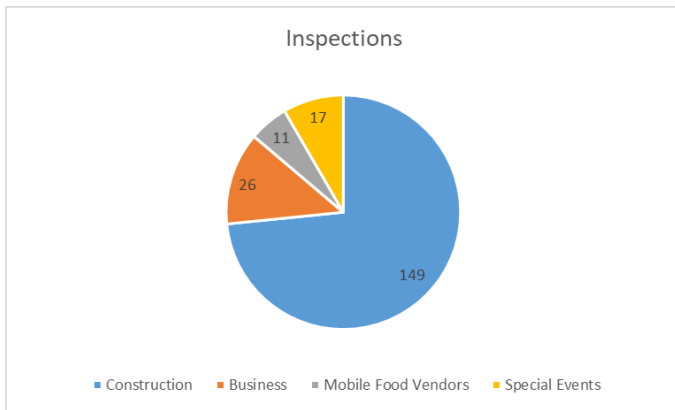
The Division is still addressing the need for annual business inspections along with state mandated inspections. This has been a challenge with the new construction inspections, reinspections and complaints we receive. However, we are doing our best to accomplish what we can and appreciate our line personnel and other departments advising us of the issues they are seeing to ensure the town is fire safe.

The code adoption process is almost complete and within the next few weeks, the recommended amendments and enhanced codes will be sent to the Chiefs and committee for review before heading through the remainder of the process.

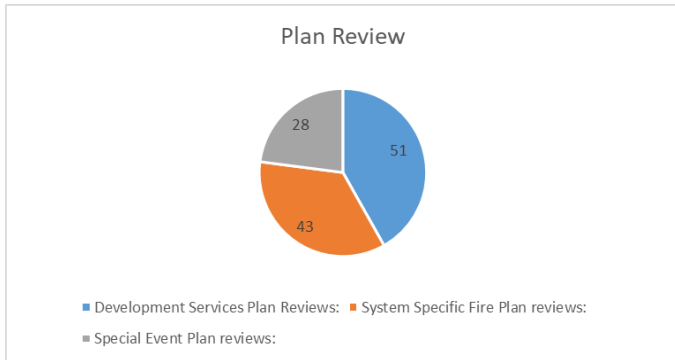
We were successful in finalizing the new invoicing software for our permits, inspections and special events. This was finally implemented the last week of August and has shown to be an asset in reducing staff time on processing invoices and payments.

Our Fire Prevention outreach has been increasing from interaction with our businesses when dropping off fire prevention materials to our HOAs through defensible space education. We have also had an increase of wildfire hazard assessment inspections from the insurance companies to help with their customers keeping coverage. This has been due to older information on areas that have been developed to ensure the Public Protection Classification is current.

Division Fire/Law Enforcement Training: The division conducted 28 hours of training for the month of August.



Construction	149
Business	26
Mobile Food Vendors	11
Special Events	17
TOTAL	203



Development Services Plan Reviews:	51
System Specific Fire Plan reviews:	43
Special Event Plan reviews:	28
Total	122

FEES RECEIVED	
Inspections and re-inspections:	\$5,250.00
MFV	\$1,200.00
Brycer	\$6,036.00
Plan Reviews	\$18,695.26
Totals	\$31,181.26

Fire and Life Safety Fee's collected YTD								
	INSPECTION FEES	MFV	Special Events	IM TR Reviews STATE	IM TR Reviews Payfabric	TRAKIT REVIEW FEES	Brycer	TOTALS COLLECTED
1/31/2024								\$ 25,716.00
2/29/2024								\$ 10,880.00
3/31/2024	\$ 750.00	\$ 600.00				\$ 9,821.00		\$ 11,171.00
4/30/2024	\$ 5,820.00	\$ 500.00				\$ 21,637.05	\$ 1,098.00	\$ 29,055.05
5/31/2024	\$ 2,860.00	\$ 800.00				\$ 35,384.18	\$ 4,116.00	\$ 43,160.18
6/30/2024	\$ 5,620.00	\$ 600.00		\$ 10,791.65		\$ 5,474.31	\$ 5,256.00	\$ 27,741.96
7/31/2024	\$ 3,250.00	\$ 1,175.00		\$ 16,416.16		\$ 3,493.63	\$ 3,654.00	\$ 27,988.79
8/31/2024	\$ 5,250.00	\$ 1,200.00		\$ 12,541.42	\$ 3,358.23	\$ 2,795.61	\$ 6,036.00	\$ 31,181.26
9/30/2024								\$ -
10/31/2024								\$ -
11/30/2024								\$ -
12/31/2024								\$ -
TOTALS :	\$ 23,550.00	\$ 4,875.00		\$ 39,749.23		\$ 78,605.78	\$ 20,160.00	\$ 206,894.24

Complaints: 6 Citations: 2 CWPP contact hours: 46 CORA requests 2

Fire Prevention Customer Inquiries: 82 Stop Work Orders: 3 Fire Watch: 2

UAV Flights: 1 Fire/Investigation Responses: 6 responses, 2 follow ups

FIRE AND LIFE SAFETY EDUCATION:

Education:

For the month of August, CRFD made contact with

- 1,925 citizens through 8 different public education and community events totaling 20 hours of education. Of the citizens we made contact in August, 1,159 were children (18 years of age or younger) and 766 were adults.

Public Education Highlights:

- We participated in Touch a Truck, put on by CRPD at the DC Fairgrounds.
 - As always, community members were thankful for the event and being able to ask questions and see firefighters
- We also participated in National Night Out. This is always another well attended event and a great place for community members to chat and learn about fire safety.
- CPR
 - Two first-aid/CPR classes were held for employees and volunteers from the Senior Center

Car Seat Education:


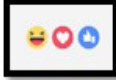


Crews and administrative staff assisted with community education for 47 car seat checks this month.

PulsePoint Monthly Active Users (MAUs):

During July 2024 (reporting is one month in arrears), 1,267 users following CRFD on the PulsePoint app enabled CPR alerts and there were 6,117 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Social Media:

During the month of July (reporting is one month in arrears), the CRFD Facebook page reached 24,272 people. Posts were shared 58 times during the month and post engagements came in at 2,100. Two of our higher performing posts were regarding our newest brush truck before paint and how many crashes we ran in one week.

CRFD Facebook June 2024	
	4,455 Followers
	1,303 Likes and Reactions
	24,272 Page Views
	2,100 Post Engagements



Have you ever wondered what a fir...

Thu Jul 18, 9:04am

↗ 9.5K ❤️ 68
💬 5 ↗ 2



Last week, CRFD ran on 14 motor vehicle...

Thu Jul 25, 8:05am

↗ 9.2K ❤️ 213
💬 33 ↗ 4



The Chamber presenting the award for 2nd place in the parade



Inspection; an indoor surge protector used for outdoor lighting

Timber Ridge Firewise interview



Investigation on Fell Mist 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

Training Division:

Acting Division Chief Jeff Hood



Division Chief Commentary:

August has been a month of substantial progress within our Training Division. We dedicated considerable effort to enhancing our training through our use of the acquired structure at 104 Lewis Street and inter-departmental collaboration. The department's commitment to continuous improvement and operational readiness is evident in the success of the various programs implemented and the 2,689 training hours logged this month! We're excited to continue building on this momentum.

Acquired Structure Training: This month, the Training Division dedicated approximately 200 hours to developing and delivering training sessions at the acquired structure at 104 Lewis Street. We conducted three department-wide drills, including detailed arrival and search operations on both the main floor and the basement. An initiative was introduced where crews were filmed during their search operations, providing valuable and beneficial feedback. This approach has been well-received and will be continued in future drills. We are excited about the possibilities offered by the acquired structure and look forward to building on our experiences and training achievements.

Shift Training Officers (STOs): Our STOs have been instrumental this month, not only in conducting extensive training at the acquired structure, but also in collaborating with our subject matter experts to develop and facilitate training across various areas, including extrication, confined space, EMS, and structural collapse. They have also played a key role in conducting informal after-action reviews of critical calls and participated in a traditional military piano burning ceremony.

Collaboration with Different Agencies for Training: The Training Division has collaborated with multiple agencies to add to our training programs. We've integrated into the wildland training with South Metro Fire and Rescue, conducted helicopter and fill site operation training with Douglas County Emergency Services Unit, and initiated discussions with BNSF for future hazmat training coordination. Additionally, we have engaged with Chief Greg Cassell, former fire chief of Clark County Fire Department, to discuss training focused on large incident management, inspired by his experiences with the Route 91 Las Vegas shooting.

Other Division Happenings:

- **Deferred Revenue Fund:** The final touches have been added to a deferred revenue fund that allows us to secure and allocate funds for maintaining our training facilities.
- **Completion of Acting Engineer Class:** We have concluded the formal portion of our acting engineer class and are currently finalizing instructions and issuing acting engineer task books.
- **Vehicle Extrication Training:** Earlier in the month, we successfully delivered an extrication tech class, which was met with success and valuable lessons to enhance future sessions.

- **CMCB Fire Officer Two Class Preparation:** We continue to prepare for the CMCB Fire Officer Two class we are hosting in September.
- **Live Fire Training Feasibility:** We are in talks with the Department of Public Health and Environment to explore the feasibility of conducting live fire training in our acquired structure.
- **Adjustment of SOG 1.1.13:** Our injury and accident process SOG has been updated to incorporate STOs' roles appropriately.
- **Training Tower:** The final preparation phase for WHP to install stairs on our tower has concluded.

Aerial apparatus training



Acquired structure search training



Hose deployment

Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

The Activities in the Logistics Division during the month of August included:

- Worked on securing the box truck from South Metro, future Collapse 155
- Wildland deployment support
- Motorola portable radio firmware was updated
- Station 153 landscape project is in full swing. Work is progressing toward completion
- Station 154 landscape project began
- Station 156 project, biweekly meetings continue with the owners rep. During August, contract for the project architect was submitted to Town Council. Design work will now begin once approved
- Met with MES as our current bunker gear vendor. Work on solution to the spec. change issue
- Moved multiple units around to vendors for up-fit and repairs. MHC, Av-Tech, The Artworks, Autoweave

LEST Landon Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of August, Landon worked on/filled 17 PStrax uniform requests and 6 PPE requests. Landon has also worked on gear acquisition and issuance to the 3 new recruits; now that they have been in the academy for a few weeks, we are ordering their fitted bunker gear and Class A uniforms. Landon continues assisting Hazmat with the CGI gas bottle replacements and has been coordinating the repairs for the new bunker gear and harnesses for the 36 members receiving gear this year. He also assisted the Public Educators on the movement of the gear used for citizens academy to the FTC for storage.

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. The units Ben has had through the shop or touched in August include Units 189, 185, 281, 223, 155, 080, 125, 121, 141, 106, 102, 108, 580, 088. He tracked a total of 120 hours charged to units during the month of August. Ben continues to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. Unit 080 is currently at Diversified for body repairs. Unit 281 came back from brake repairs, then Ben completed service work and repairs as well as pump tested the unit before it went back in service. He also performed a post deployment service on Unit 088 and pump tested it before putting Brush 151 back in service. Service and repairs were also done on Unit 108 (BC) and continued upfitting to Unit 106 (new medic).

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for August are 7,327. Year to date is 46,534, and the total since we began the program is 309,039. 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 for 2025 preparations
Station 153/154 landscaping planning
Station 156 Apparatus:
Engine ordered
Type VI build in progress



Landscape at Station 153



Landscape at Station 154

Emergency Management and Continuous Improvement:

Chief Norris Croom

The 2023 Standard of Cover was approved by Town Council, and the departments 2023 Annual Compliance Report was submitted to the Commission on Fire Accreditation International (CFAI). CFAI reviewed the document and exhibits, then conducted a phone interview with me to discuss any significant changes and/or challenges. The reviewer was satisfied with our documents and interview, and recommended that we remain an accredited agency.

The Accreditation Manager/Emergency Manager position remains vacant, and has been challenging to fill due to the uniqueness of the position. While we have had a number of applicants, none have either been the right fit or met the requirements of the position. We are considering modifying the position requirements in an attempt to fill this vital role.

Link to the draft monthly status report, then select "last month"

[Continuum \(imagetrendelite.com\)](https://www.imagetrendelite.com)