

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

June 2024 Monthly Report

Department News: Below are pictures from the plane crash this month.



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
June 2024...100%

Of the 15 customer survey cards we received in June, 15 had the highest overall rating of 5. Some of the comments we received were; *“Crew did an amazing job. Very friendly and very professional/ Thanks for all your help.”* Another read; *The relief I got the moment you arrived was immense. You helped my son breathe & got us to Children’s Hospital quickly & we are forever grateful.”* Another read; *“Appreciated their response and care. Made me feel secure. Thank you very much.”*

Call Statistics:

For the month of June, we responded to 616 calls for service. Last year at this time, we responded to 499 calls. This places our year to date calls at 3,477, which is 303 more calls or 9% higher than last year. Average calls per day for the month were 19.1.

Of the 616 calls for service this month, 389 of the calls were for EMS. We had 318 patient contacts and transported 292 patients. This time last year, we had 238 transports.

Call Types	YTD	Previous Year
Fire:	34	48
EMS:	2,224	2,067
Alarms:	297	255
Service:	473	430
Hazardous Condition (No Fire)	115	212
Good Intent Calls	299	254

Please click on this link to view a more detailed synopsis of our operational data, 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	5	Transported to appropriate facility	100%
Stroke Alerts	5	Transported to appropriate facility	100%
STEMI Alerts	2	Transported to appropriate facility	100%
Sepsis Alerts	6	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On June 21, Battalion 151, Safety 151, Engine 153, Medic 151, Quint 151, Squad 155 responded to Rock Park. Suicidal party jumped from the rock. The person was in traumatic cardiac arrest and was brought down from the base of The Rock and transported emergent to a local medical facility.
- **B Shift:** On June 16, Battalion Chief 151, Safety 151, Haz Mat 153, Engine 152, Medic 151 and Squad 155 responded to a plane crash, as automatic aid response to Larkspur Fire Protection District. Two patients were involved. Our units assisted with patient carry out, hazardous materials mitigation (jet fuel) and technical rescue.
- **C shift:** On June 8, Quint 151, Medic 151, Squad 155, Safety 151, and Battalion 151 responded to Rock Park for a party stating they would jump off the Rock. Units worked with Castle Rock Police Department and the party was taken into protective custody. A high-angle rescue was performed to bring the uninjured party down from the Rock. The party remained in the protective custody of the CRPD.

Life Safety Educators:

The Life Safety Educators will transition to the Fire and Life Safety Division in July. During the four years they were assigned to the Operations Division, Colleen and Jamie facilitated growth in our programs, re-established the Public Education Team, and expanded the roles significantly. I appreciate their dedication and commend them both for their personal and professional growth during this time! I believe they will continue to grow and flourish with Chief Chambers and his team.

In June, we had ten scheduled public education and community events and contacted 923 residents, totaling 19.25 hours of education, (409 of which were children), and numerous other contacts through unscheduled events at the stations.





A synopsis of events that occurred this month include:

- FLSE Duncan represented the department at the Douglas County Senior Expo.
- FLSE Sanderlin and a group of fellow educators from around the state have begun redesigning the curriculum to align with IFSTA Fire and Life Safety Educator, 4th Edition textbook.
- Organized and participated in the Splash Mob at the MAC on June 18.
- Both educators taught CPR to the Explorer Post Academy, and also completed a hands-only CPR class to the Police Youth Academy.
- Three community members successfully completed a BLS HeartCode skills check off.
- FLSE's Duncan and Sanderlin worked in conjunction with Chief Chambers and Town Communications to create a short video for Facebook and an Instagram story for Pet Preparedness Month. Jamie's dog, Skyla, and Chief Chambers' dog, Molly, were the "stars" of the show. The reel was one of the top social posts for the Town during the month of June. The post reached 12,109 social media accounts across Instagram, Facebook and Nextdoor!
- There were also several unscheduled public visits at the stations in which crews participated.

- There were 42 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 May 2024 (reporting is one month in arrears), 1,148 users were following CRFD on the PulsePoint app. There were 5,574 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 May.

CRFD Facebook May 2024	
	4,297 Followers
	686 Likes and Reactions
	5,100 Page Views
	5,189 Post Engagements

For the month of May (reporting is one month in arrears), the CRFD Facebook page reached 9,157 people. Posts were shared 32 times during the month and post engagements were at 5,189.

Deputy Chief Commentary:

As this is my last monthly report before I retire, I wanted to take this opportunity to sincerely thank each and every member of the department for contributing to the outstanding career that I have been fortunate enough to have been able to undertake with the Castle Rock Fire and Rescue Department. I cannot begin to express the appropriate gratitude to everyone who has been part of this journey. I wish you all a safe and fulfilling career as you move forward. I know Deputy Chief Bersagel-Briese will do an excellent job and will continue to grow the division and department in his new position. Best wishes to you Oren!

Deputy Chief Bersagel-Briese and I have completed the transition plan. As any minor questions arise prior to my last day, we will get those taken care of. Captain Moore and I have also completed the transition of EMS responsibilities. We will also get anything that may come up addressed prior to my last day.

We continue to have a 9% increase in calls for service over this time last year. There continues to be an overall increase in all of our call types

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

Our Wildland Team has deployed to Northern California to assist in initial fire attack and support responses. The incident commander has requested that we continue to remain assigned to this incident, and we are currently working on the logistics of accommodating that crew change.

FFP Mike Zukowski deployed to New Mexico as part of Colorado Task Force 1 to assist with operations surrounding the devastating wildfires in this region. He has safely returned from his deployment.

We have completed the operational plans for fireworks on July 4th.

Our compliance rate with the state for our EMS data submission continues to be in the 90th percentile.

We have become an active participant with the State Naloxone Project and have dispensed at least one rescue dose to the public.

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 also continue to look at ways to improve patient care and outcome through education, protocol updates, and input from the team.

In June, members were involved in physical fitness for a total of 310.5 hours.



Working a fire in CA



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

With the discussion of a potential ballot measure this fall asking for a .2% increase in sales tax, we continue to work with the Town Manager's Office as well as Finance on what this would look like for us. If approved, 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. A team has been put together, to include representation from Local 4116, to begin work on election strategy and initial messaging and education. More to follow...

Work on continues on Station 156. We published the RFP for architectural services, and received six proposals. After review and scoring, we will be interviewing two architects for potential selection in mid-July. Our goal is to have the architect approved and on board by mid-late August. Once an architect is selected, we will begin the design phase while also working on getting approval for the rezone and replat of the property.

Wildland mitigation work on town-owned property will continue with the goats coming back to the Metzler Family Open Space. The plan is to treat approx. 72 acres at this location and reduce the risk behind Latigo as well as in the more heavily timbered portion of the property. We expect to see them in early July.

We will have a 4th of July fireworks show from the old Acme brick plant site. Working with Confluence, they agreed to allow us to shoot fireworks from their site, and we expect that this will be the only time, as they begin construction on their project. The plan has been put together, and the long-range forecast looks favorable to have a successful show.

Fire Chief Commentary:

Congratulations to Division Chief/Fire Marshal Bart Chambers on his graduation from Leadership Douglas County! This is an excellent program geared specifically to Douglas County, and Bart is one more of a number of our personnel who have attended this program.

Town Council approved the Town's updated Emergency Operations Plan (EOP), which is now in effect. This plan is updated, generally, every five years unless needed sooner due to some significant issue or change. Our plan closely aligns with the Douglas County EOP to allow for a smooth transition in the event we would have to escalate to the County for some form of natural or human-caused disaster.

Town Council also approved our update to our Standards of Cover. This is done on an annual basis, and includes recommendations based on review of the previous year. Recommendations from this update include:

- Continue to monitor performance in Planning Zone 2 (PZ2) to determine if the increase in compliance is a single year event or if the overall trend is improving.
- Continue the physical and financial planning for Station 156 with a goal of opening the station in mid-late 2026.
- Closely monitor medic unit call volume, utilization, and call distribution as they are approaching the planning thresholds established in the 2021 Fire Master Plan.
- Closely monitor Planning Zone 9 (PZ9) for growth, increasing calls for service and performance.
- Monitor the potential growth in Planning Zone 8 (PZ8) to anticipate changes that may drive the need for additional resources.

Douglas Regional Communications Center and South Metro Dispatch continued to test the CAD to CAD system. This connection will allow us to automatically pull any unit from South Metro (and theoretically Jeffco as they are already connected to South Metro) and vice versa for calls without the dispatcher having to physically call the other comm center for the unit. There are still a number of items that need to be addressed, but we are very close and should see this go live within the next couple of months.

Fire and Life Safety Division:
Division Chief Bart Chambers



Division Chief Commentary:

The Fire and Life Safety Division continues to strive to meet our customer's needs for inspections, plan review and wildfire mitigation. With the division seeing changes in the community due to our growth, we are also embracing the changes within the division.

One of the new changes, or should I say addition, to the Fire and Life Safety Division and the department is Sparky the Fire Dog. We are enhancing our educational foot print with bringing Sparky on board. Sparky, as many of you know, is the Spokesdog for the National Fire Protection Association and has been a significant asset for fire prevention messaging throughout the United States. Sparky will be making his debut with CRFD and the Town in the coming weeks, and those that may be interested in training with Sparky will have the opportunity to do so. So, if you see Sparky around, please welcome him to the family.

Another project being developed within the Fire and Life Safety Division is a VIP program. What is the VIP program? The VIP, or Volunteers In Prevention, is a program that enhances our capability in fire prevention and public education to our community. This program would complement the information, education, engineering and enforcement components of Castle Rock Fire and Life Safety Division's mission.

We have also reviewed and looked at our target audience on fire prevention messaging. We are working with the Fire and Life Safety Educators through other messaging products; the new luggage tags, looking at magnetic clips, and our recent messaging element, drink coasters. These coasters will have defensible space messaging as well as letting the community know fire prevention starts with them while supporting our firefighters.

We have also developed a monthly list of Mobile Food Vendors who have a current fire and life safety inspection from Castle Rock Fire and Rescue. This list assists in our internal and external partners on who is compliant and able to provide services in the Town. This has proven to be beneficial to assist event coordinators and vendors in making sure they have a current fire and life safety inspection and business license. We have also been told, due to the consistent way we inspect the mobile food vendors, other jurisdictions such as SMFD, LFD and the Town of Parker are recognizing our inspection stickers. This work has been due to the dedicated and committed actions of Christina Jenkins who is overseeing the Mobile Food Vendors program.

In June, we also implemented a new investigation program, Blazestack, to help our investigators in their reports and to reduce the time they are spending on the investigations. The program maintains current requirements and frame work that are in NFPA 921 and NFPA 1033.

We are still in the process of exploring the invoice software to reduce the time we are spending in issuing permits and making sure they are paid for by the contractors. Debbie and Lori have been doing a great job in assisting us in this area to ensure permits are paid and recorded.

We are still in the code adoption process and are moving forward as much as we can. The International Wildland Urban Interface Code has been reviewed, amended and the last element was the amendment of Appendix "C", which is the Wildfire Mitigation Assessment form. This form was developed utilizing elements from CAL FIRE, NFPA 1144, South Metro and insurance companies that have Wildfire Mitigation Assessment forms. I want to thank everyone that participated in the review of the form, but specifically Engineer Chad Wachs, Engineer Chris Hinkle and Battalion Chief Eric Morgenthaler for their input on this form. It addresses our specific area as well as other components seen in other areas of the country.

On June 13, 2024, we were dispatched to a reported fire at Mitchell Gulch Park in the newly built restrooms. During the course of our investigation, we identified three subjects. The fire is still under investigation.

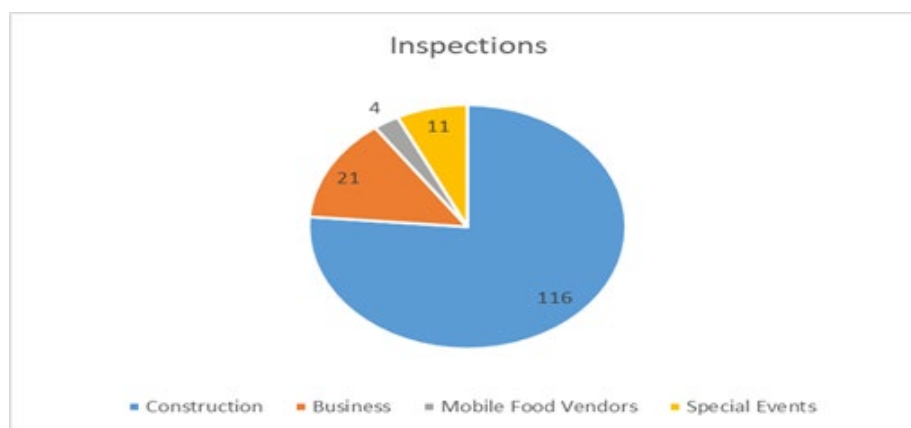
We are also working on getting line personnel to assist the Fire and Life Safety Division. We sent out an email with information on our needs and how we can assist in providing the training and initiating the task books to obtain the fire inspector certifications based upon how far the individual wants to go in the process. This assistance to the Fire and Life Safety Division will help us inspect our local businesses for fire and life safety compliance.

We are in still in the process of hiring another Fire Prevention Officer and Fire Plans Examiner. We are hopeful to have these positions filled soon.

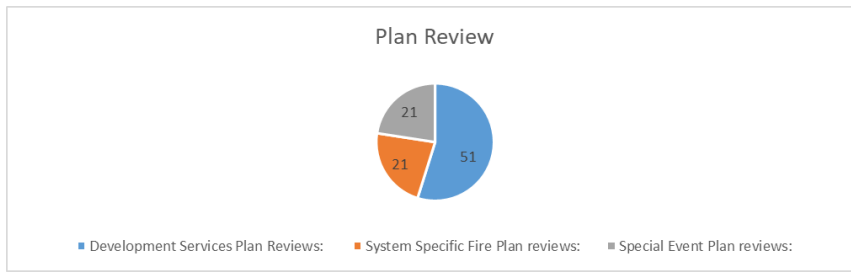
The on-line permits for special events are being updated to process payments as well as the new burn permit link. Additional information will be coming out soon addressing burn permits.

Division Fire/Law Enforcement Training: The division conducted 64 hours of training for the month of June.

Inspections: 116 Construction, 21 Business Inspections, 4 Mobile Food Vendors, 11 Special Events



Plan Reviews: 51 Dev. Services, 21 System Specific, 21 Special Event



Permits issued 24

Fees Received:

Inspection and re-inspection \$5,620.00

Mobile Food Vendors \$600.00

Plan reviews \$16,265.96

Brycer Cost Share Fees: \$5,256.00

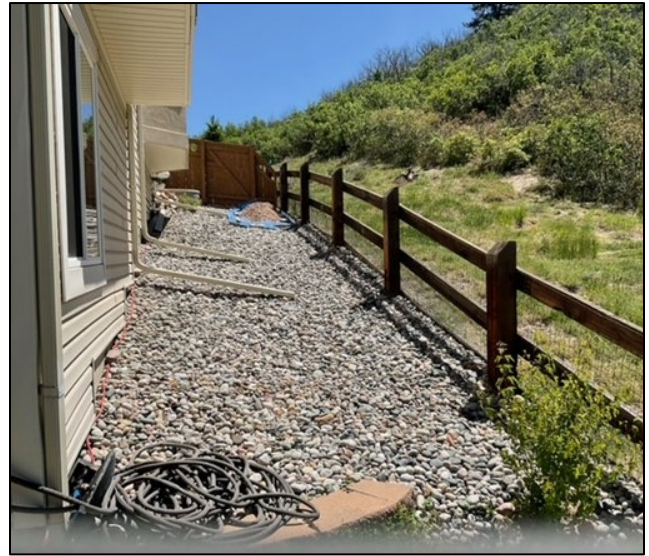
TOTAL fees received: \$27,741.96

Complaints: 7 Citations: 2 CWPP contact hours: 36

Fire Prevention Customer Inquiries: 64 Stop Work Orders: 1 Fire Watch: 2



Dryer where a fire originated



Wildfire mitigation in the Meadows



Our newest member of the CRFD family, Sparky!

Fire Prevention messages on coasters



Training Division:

Acting Division Chief Jeff Hood



Division Chief Commentary:

One month into our continued success and progress within the Training Division. I am continually impressed by the dedication and hard work of our team, STOs, and partners. Our collaborations and problem-solving drive us forward as we aim to maintain the high standards set by our predecessors.

Department Training: As a department, we completed 2,242 hours of training in June. Key trainings included our monthly in-person department-wide EMS training focused on active shooter scenarios. This session emphasized our gear loadout and served as a refresher on operations in preparation for next month's live exercises.

Special Operations Training: Our Swiftwater tech team conducted their annual training at Clear Creek in Golden, Colorado. The rope rescue team and tech rescue training sessions continued to build on their expertise and readiness for various rescue scenarios.

Shift Training Officers: The STOs held or facilitated numerous training sessions, including incident command, rescue group supervisor roles and responsibilities, wildland operations, engineer evolutions, and general multi-company drills. Their contributions remain invaluable to our continuous improvement and skill development.

Engineer Promotional Assessment Center: The Training Division completed an extensive engineer promotional assessment center consisting of practical evaluations, a written test, and panel interviews. Lieutenant Steve Patik, Engineer John Gardner, the Logistics Division, three internal volunteers, and two external volunteers from South Metro Fire Rescue helped make this significant undertaking possible. Following the process, we held one-hour follow-up meetings with the candidates, which proved productive and showcased the character and quality of our personnel.

Acquired Structure for Training: In July, we continued working with a local resident and demo company to secure an acquired structure for training. We also attended a training put on by Jordan Legen called Optimizing Training in Acquired Structures, which further inspired us for this opportunity to enhance our training realism and effectiveness.

E-Saw Evaluations: We completed the evaluations of our E-Saws and reached a resolution on their integration into operations.

West Metro Fire Academy Preparation: We coordinated with West Metro Fire Academy leadership and held an orientation day for our recruits. Although one of our three recruits was found no longer hireable, we swiftly conducted another round of interviews and secured a replacement hire, ensuring we would still send three recruits to the academy starting in August.

FTC Updates: The tower maintenance team re-sheeted our roof prop on the third story of the training tower. Once shingled, it will be ready for aerial ladder offloading and unloading onto a roof, although it will not be used for cutting. The WHP exterior stair project remains on track for late summer/early fall.

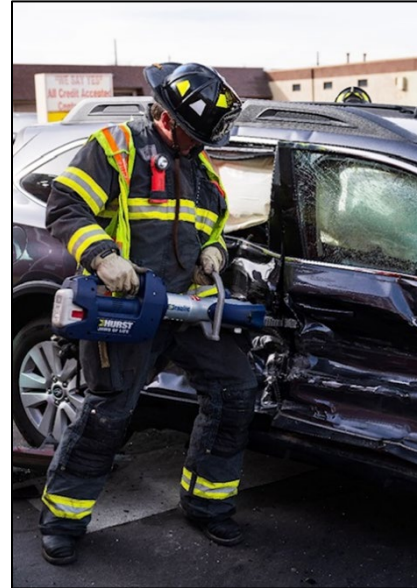
Hiring Processes: Firefighter Murphy and Logistics are coordinating with our recruits for a July 31 start date. Despite the unexpected need to replace one recruit, we successfully found a suitable candidate and maintained our planned recruitment numbers.

We are currently working on the following projects:

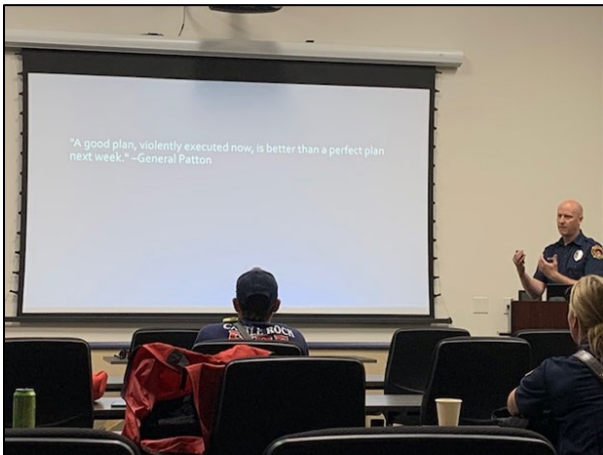
- AENG/ENG processes and class
- Periodic reports in Vector
- CMCB
- Enterprise fund



Water rescue in Golden



Extrication Training



Active threat training



Rope rescue training

Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

The activities in the Logistics Division during the month of June included:

- New Medic 153, Unit 102, was placed into service.
- Annual NFPA hose testing was completed.
- Landscape planning and permitting was completed and project preconstruction meeting was held with contractor, Parks representative, Castle Rock Water representative and Logistics. Work was started at Station 153. Plans for the two projects at 153 and 154 are located in the Logistics file on the J:drive.
- Station 156 build: Biweekly meetings continue with the owner's rep. During June, the RFP for a project architect was sent out and a mandatory meeting was held for any prospective architects. Bids have been received, and they are being considered for interview and eventually a selection process.
- First In MCU upgrades were performed. After this upgrade, there were a couple of dorm rooms that were identified as having been missed or lost the new programming. This was repaired.
- Work continued by the apparatus team on the specification for a new Quint. A final specification will be forth coming for a contract to be drafted and submitted for approvals.
- Foam changeover project completed; all structure apparatus now have NovaCool foam agent installed.
- Logistics assisted BK Radios on some testing to explain the communications trouble we had during our testing. It was found that the radios we used during testing were connecting to the Douglas County South 800MHz tower which caused signal issues when entering the FTC Tower. Once the problem was identified, the 4 engineers and 1 field rep. on-site were able to implement the repair. BK Radios was very appreciative of our willingness to help them continue development of their product.
- New Air/Light 153 was placed in service at Station 153 and in-service training was given to each shift at Station 153 by Logistics. We also used the unit for the Explorer Academy week.
- In response to a Firefighter Secret List Bulletin, Logistics pulled a control sample of in-service air packs from apparatus for testing. Along with our MSA vendor, we removed the sintered filters from these air packs to check for any contamination. No evidence of any contamination was found.
- Counter tops at Station 154 were refinished.

LEST Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of June, Landon has worked on/filled 39 PSTrax uniform requests. This has been averaging more than 1 request per calendar day, with each

request generally being for multiple items. Landon also assisted with the foam changeover providing the buckets and transportation for the old foam to be stored/disposed of. He has also worked on sizing and gathering equipment, PPE and uniforms for the 3 recruits that will start the academy in August. He has also been busy with gear restock from members departing, and organizing and logging all of the new gear into PStrax.

Sr. EVT 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 June include, Units 144, 082, 107, 155, 221, 121, 141, 125, 080, 082, 137, 140, 108, 120, and 281. He had tracked a total of 163 hours charged to units during the month of June. Some highlights for the month are; Quint 155 was put back into service and Ben has also started to use the new/recycled service truck Unit 144 to assist in his duties. In addition, Ben continues to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. The unit has been completed at Diversified and is now at Fire Truck Solutions for the install of the update for the outrigger operation.

Division Project Report

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

Medic for 2025 preparations
 Station 153/154 landscaping planning
 Station 156 Apparatus:
 Engine ordered
 Type VI build in progress



Quint 155 UL Aerial test and inspection



Station 154 counter top refinish



Bunker gear order 2024

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

The majority of June was committed to wrapping up loose ends.

One of those loose ends is the StatsFD database. After several phone calls with Animated Data Inc., and understanding that the StatsFD system will not meet the new Colorado accessibility regulations and not knowing if/when/how it will transition to the pending NERIS requirements, Chief Croom and I decided to archive the StatsFD database and rely on ImageTrend's Report Writer and Continuum modules going forward. A lot of work has gone into automating these processes and generating scheduled reports or playlists to minimize the number of metrics that need to be calculated manually.

In June, we also finished the legacy data upload into Continuum! We now have data from January 1, 2018 available in Continuum for reporting, analysis and trending. Everyone should have access to the [Continuum site](#) and be able to view the various dashboard and topics.

The 2023 Standard of Cover was approved by Town Council, and the department's 2023 Annual Compliance Report was submitted to the Commission on Fire Accreditation International (CFAI). The next step, in the ACR process is for CFAI to review the document and exhibits, then conduct a phone interview with the Fire Chief to discuss significant changes and/or challenges.

The Emergency Operations Plan (EOP) was also adopted by Town Council on June 4. The EOP is an all-hazard plan detailing role, responsibilities, and how the Town responds during significant town-wide events or when Town resources are overwhelmed.

Lastly, on July 2, I will close the CRFD chapter and open an entirely new one. I'll be moving on to a position with the U.S. Fire Administration (USFA), serving as a Supervisory Program Specialist at the National Fire Data & Research Center, managing the National Fire Data Center.

Thank you to everyone who has made my last years here truly special. I wish the best for Castle Rock Fire and Rescue and all its members. If you find yourself at the National Fire Academy, please give me a shout.

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

This link will automatically update on the 1st of each month