

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

July 2023 Monthly Report

Department News: Below are a couple of pictures of public education events in which the crews participated.



Showing how high the ladder (Quint) truck will reach. It is 105'.



Firefighter getting in and out of bunker gear for preschool children.

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
July 2023 ...100%

Of the 20 customer survey cards we received in July, 19 had the highest overall rating of 5. One had a rating of 4. Some of the comments we received read; *"Kendall & the whole team were wonderful, so competent & kind, very skilled & efficient, effective & so very compassionate. I am so grateful for their speedy help! Thank you!"* Another read; *"They were very fast, professional, knowledgeable and thorough. They quite likely saved my life."*

Call Statistics:

For the month of July, we responded to 595 calls for service. Last year at this time, we responded to 682 calls. This places our year to date calls at 3,770, which is 363 less calls or 8.8% lower than last year. Average calls per day for the month were 17.7.

Of the 595 calls for service in July, 384 of the calls were for EMS. We had 356 patient contacts and transported 285 patients. This time last year, we had 296 transports.

Fire Calls:

During the month of July, we ran 7 fire calls compared to 15 in July 2022. We had 45 alarm calls, which is 10 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	1	Transported to appropriate facility	100%
Stroke Alerts	5	Transported to appropriate facility	100%
STEMI Alerts	11	Transported to appropriate facility	100%
Sepsis Alerts	1	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On July 18, Battalion 151, Quint 151, Medic 151, and Squad 155 responded to 1470 Front St. (Rock Park). A male rock climber fell off the rock. The patient died from injuries sustained from an approximate 70' fall.
- **C Shift:** On July 21, crews responded to northbound Interstate 25 north of mile marker 181 for a reported motor vehicle crash. Quint 151, Engine 152, Medic 151, and Battalion 151, found a pickup truck hauling a trailer with a Conex box on its side. The single-occupant driver was uninjured and no other vehicles were involved. The Conex box was determined to be hauling hazardous materials that leaked out of the containers and onto the roadway. Hazmat 153 responded and crews worked to mitigate the hazmat incident with no injuries.
- On July 27, crews responded to the area of Prairie Hawk Drive and Switch Grass Drive for a reported large brush fire. Multiple units responded and found three separate small fires in the brush along the railroad tracks. Crews worked to contain, confine, and extinguish the fires. No injuries were reported and the cause of the fire is under investigation.

Life Safety Educators:


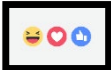


In July, we continued to have numerous scheduled events throughout the month, and contacted 721 residents (535 of which were children) through 12 scheduled public education events, and numerous other contacts through unscheduled events at the stations. This equals 15 hours of public education.

A synopsis of events that occurred this month include;

- CPR Training
 - The CRPD Youth Academy had 20 members successfully complete the Hands Only CPR Training.
 - Successfully completed BLS training for six community members.
- We participated with Advent Health Castle Rock on a successful car seat event where 16 seats were checked and/or installed.
- We presented a Hands-Only CPR and Stop the Bleed demonstration for town employees at the July Wellable Event.
- We all enjoyed the joint venture with the police department for the "Splashmob" in the Founders area. Thanks to FLSEs Colleen and Jamie as well as Station 153 A Shift.
- We continue to work with Communications to refine the new crgov.com website.
- Station visits also occurred throughout the month. Included in this were two preschool groups and a summer camp group.
- We also continue to work with the Fire and Life Safety Division on revising their portion of the website.
- There were 20 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 participated in several public education events.

During June 2023 (reporting is one month in arrears), 1,004 users were following CRFD on the PulsePoint app. There were 4,665 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 June (reporting is one month in arrears)

CRFD Facebook June 2023	
	3,636 Followers
	1,363 Likes and Reactions
	4,118 Page Views
	1,462 Post Engagements

Deputy Chief Commentary:

Through the month of July, we responded to 8.8% fewer calls for service than last year. There appears to be an overall decrease in all calls, and not necessarily any specific call type.

The Naloxone Project meetings have begun. This collaborative effort, within the prehospital arena, will be building this program from the ground up. We are currently developing an outline and protocols for the implementation. There is no specific deadline as to when we need to have this completed as it was the consensus of the working group to ensure success, while taking into consideration any statutes, ordinances, or protocols, that may need to be adapted or revised so that all entities have the same information and platform to work from.

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 reviewing our monthly budget reports, ambulance billing revenues continue to be well above projections.

Our Wildland Team continues to be available for local, state, regional, or national deployments. We continually monitor this status to ensure we maintain appropriate staffing for our district. Should this

become an issue, we will temporarily withdraw our availability until we have an adequate amount of our members to deploy and maintain staffing for day-to-day operations. Our Wildland Team returned safely from their 14-day deployment at the Spring Creek Fire on July 13.

The ER divert status continues to be monitored. We continue to see an overall decrease in diversions. We will continue to monitor this and adapt as needed.

In July, members were involved in physical fitness for a total of 331.5 hours.

New recruits ready for the 16-week fire academy



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

We met again with the Board of the Castle Rock Fire Protection District. This meeting is required by the court-ordered agreement, and it is used to establish the district's annual contribution rate to the Town for services to the 32 square miles of the district. We continue to review data to determine an agreed upon rate, and this will be submitted to the court for approval once completed. We have another meeting scheduled for August once we receive the final Assessor's numbers as well as our draft 2024 budget numbers.

We continue to work with Finance on our 2024 budget as well as possible revisions to the 2023 budget. Due to the decrease in building permits as well as less than projected sales tax revenues, this has not only complicated forecasting for the 2024 budget and five year financial plan town wide, but it is also impacting our current budget. We provided Finance with a list of potential line item decreases for this year in the event that we have to reduce the budget, and we began delaying purchases in anticipation of these reductions. If things turn around, then we will resume our normal purchasing processes.

We met with the developers of Terrain North to determine their timeline for construction and the public land dedication needed for Station 156. They indicated that there are a number of challenges with their development, and they could not provide a timeline. As such, we began looking for other potential station sites in that general area, and we identified some 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 the Terrain or Cobblestone Ranch. We will start working to determine what will be required to use this site, but it should be a little easier since it is already owned by the Town.

Fire Chief Commentary:

We continue to meet with EDC Executive Director Frank Gray and representatives for the Joslyn property to determine if annexation into the Town is feasible. This property is located at the far north end of Timber Mill Parkway, and west of Highway 85. The biggest challenge is access to the property in that currently, the only access would be from Timber Mill Parkway. As per the fire code, we are requiring a second access (emergency vehicle access [EVA] or otherwise) to allow for development of the property if it is annexed. To achieve this, the access would need to cross the northbound railroad tracks, either via a bridge or at grade access. Union Pacific railroad has now indicated they may be willing to allow the current at grade access point to serve as an EVA only, so we will continue to work on this effort.

As part of our continued efforts with Parks and Rec on wildland fire mitigation, goats were brought in to the Memmen Ridge Open Space. With the success we saw with goats last year at the Metzler Family Open Space and Woodlands Bowl, we determined that this was a cost effective way to treat large areas of Town property. Once they finish at Memmen, the intent is to move them over to the Woodlands and Escavera neighborhoods to finish what was started last year.

Finally, I attended a command level active threat training that was put on by the Douglas County Sheriff's Office. While the training was geared towards their command staff, it was also interdisciplinary with representation from fire, the school district, and Office of Emergency Management. Partnerships are key when responding to these types of events, and Douglas County as a whole has done an excellent job at developing relationships to ensure an appropriate and effective response to these types of events.

Fire and Life Safety Division:

Division Chief Bart Chambers



Division Chief Commentary

The Fire and Life Safety Division has been active with new commercial building construction and preparing for state mandated inspections for schools and medical facilities. The division is finishing up with the new fee schedule for annual inspections, special events and construction. This will assist in looking at sustainability within the division and department as we see ongoing growth and enhanced services for our community.

With the state mandated inspections we are conducting, especially in our schools, we are enhancing the needs for our schools to be safer through the codes. This also helps our first responders with access to incidents within the schools.

The Division has been active working with our residents that have concerns with our significant vegetation growth and the wildfire potential. The Division has spent time working with the HOA's and residents to address these concerns and how best to work together to accomplish adequate mitigation. As we move further into the wildfire season, we are working diligently on a collaborative approach on how we best can educate our community on the needs for defensible space, and to review the adopted Community Wildfire Protection Plan (CWPP) that serves as a guide to address these matters within the Town and our jurisdiction.

Division Fire/Law Enforcement Training: The Fire and Life Safety Division conducted 60.5 hours of training for the month of July. The Investigators did online training for S-130, S-190 and L-180 for part of the requirements for deployment as an INV or INV(T).

Inspections: 121 Construction, 13 Construction follow ups, 11 Primary business inspections, 4 Follow up business inspections, 11 Mobile Food Vendor inspections, and 9 Special Events inspections.

Plan Reviews: 105

Permits Issued: 20

Complaints: 0

Citations: 0

CORA Requests: 4

Fire Prevention Customer Inquiries: 60

Liquor License Reviews: 0

Fire/Investigation Responses: 4

Brycer Compliance Engine Reporting for Fire Protection Systems: 69 deficiency reports

Unmanned Aerial Vehicle (UAV) flights: 6 flights for 73,555 feet covered to include the train fire

We are currently working on the following:

- Updating and enhancing FLSD SOGs
- NFA classes are still a priority with 3 more FLSD members going in the next 5 months
- Preparing for code adoption
- Reviewing the fee schedule
- Enhancing the wildland mitigation verbiage within our agreement and plans
- Scheduling FLSD ride alongs with shifts

Deficiencies Opened and Closed by Month



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

It turns out that our pop culture movie trivia is a bit lacking compared to other department members...and this was on full display during this month's department-wide rope training. Thanks to Eng. Chad Wachs for putting this great training together, which in addition to testing our trivia, ensured that we had a fun time working on ensuring our rope skills were up to speed.

Because of the calendar shifting acquired structures last month, we also had an in-person EMS training led by Eng. Aaron Goudy. There has been a concerted push by regional fire and law agencies to train together on active threat response, and that resulted in a very useful hands-on session going over the first 15 minutes of that incident scene. We're very appreciative of Aaron's time, and also of the outside instructors that partnered up to help with the instruction.

Towards the end of the month, we also had our first hands-on session on standpipe fire operations at the Douglas County parking garage downtown. This is the training component of a full revisit of our standpipe operations including updating the SOG, updating our gear, and updating our operations. Thank you to Lt. Nate Peery and FF Jake Malone for all of their work in this refresh, and specifically for leading the training. The other two shifts will get their hands-on opportunities over the next two months.

Hiring Process: Our eight newest members started their CRFD journeys on the last day of July. This was primarily an administrative time to get all squared away with IT and HR, get issued their gear and uniforms, and be told about our department culture and academy expectations. They will start at WMFR on August 2 and will complete the academy in early December.

CMCB: We hosted representatives from the Fire and Life Safety Divisions of each of the member organizations to talk about the feasibility of onboarding bureau-specific certifications into CMCB. While the group determined that there currently isn't a need to go down that road, there was an informative discussion between the group about what is going on in their respective divisions – which resulted in a promise for future collaboration between these CMCB entities.

New Certifications: Congratulations to the following members on completing all requirements for certification: Fire Officer 1: Justin Kunau.

Special Operations Training: We've been working with members of the TRT to generate task books for the associated special operations disciplines. These will help each team member track their training progress over a four-year cycle, and ensure that active members are eligible for the annual stipends. We are expecting these to be rolled to team members by Lt. Clay Kallweit in the next month or two.

We are currently working on the following projects:

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



Rope rescue training



Standpipe training



Vent prop at 12/12/pitch



Vent prop at 12/12/ pitch

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary:

In the month of July, the following were notable in the Logistics Division. The electronic uniform request on PSTrax went live on July 1. Since this time, Logistics has received and filled/ordered 41 separate requests. In addition, to aid in the tracking of items, a package locker was installed at the PSTF south lobby. This will be the primary depository for any non-critical uniform items.

Requested items will be left in a locker and the requester notified of the locker number. Once notification is received, the items can be picked up by the member. As was shared to the members, the uniform budget is at minimal levels. We are asking for members and approvers to be conscientious of this and only request absolutely necessary items.

We continue to work with MSA, Motorola and DCSO for a solution to the communication issues we had experienced with the Bluetooth to radio. So far, we worked with our MSA rep and located a technical bulletin from Motorola addressing these issues. Over the last month, we have worked with Motorola and DCSO radio techs to follow the direction provided. On Friday, August 4, we will be holding a test to vet out the changes that have been made. There will be more to come in the future on this. As Chief Croom expressed in an email, it is important to point out, that this looks to be a radio issue, not a MSA-G1 issue.

We continued to experience some facility challenges due to the extreme weather we have had this year; this includes roof and window leaks, and the washout of the Canvas build site onto Station 152 driveway and landscaping. We continue to work with the Fire and Life Safety Division, Development Services, Castle Rock Water, Canvas management and contractors on this ongoing issue.

LEST 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 July, Tad continued to gather and organize all the gear needed and assigned for 8 new members. On July 31, the first day of on-boarding and orientation for 8 new members, all gear was assigned and checked off using a new PSTrax checklist built out for recruit gear issuance. PSTrax was also used extensively during July for the new electronic uniform requests as mentioned above.

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. During July, Ben had a total of 125 hours billed to work orders. Ben has worked extensively this month on aerial issues. Unit 125 required some maintenance and repairs that have been

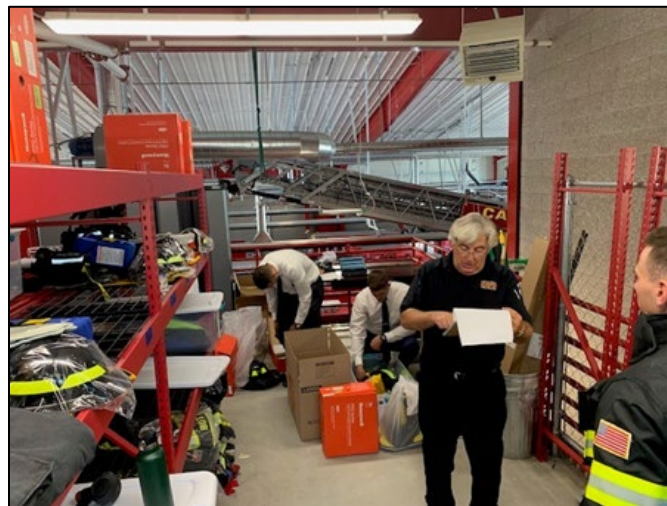


ongoing. In addition, Unit 080 has experienced an after treatment control module failure. Ben has been working diligently along with our Detroit Diesel vendor to get this unit back in service as soon as possible. In July, apparatus pump testing continued as did a post-deployment preventative maintenance service for Brush 151. In other fleet news, the chassis for our new medic arrived at the manufacturer and they will begin build shortly, and the Brush 156 contract has been finalized and funding approved. The chassis for this will be delivered to the manufacturer in early August.

Division Project Report

Facilities projects
R&D Team projects
Station 154 / 155 paint door and bollard
Station 156 Apparatus
New member gear issuance

Wildland cache and storage project
Station 153/154 Landscaping planning
Medicare ground ambulance data collection
SCBA/Radio Communication project



Recruit gear ready and issued for upcoming academy



Station 155 Door raise and bollard project completed

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In July, the department met with Chief Stallings (Ret.), a representative of the Commission on Fire Accreditation International (CFAI), to discuss our first of four Annual Compliance Reports (ACR). The ACR summarizes the department activity since the last CFAI peer team visit, and provides status on all peer team recommendations and any challenges. Chief Stallings was very complimentary of the ACR and the department as a whole. He is recommending to CFAI that CRFD maintain its accredited status. This recommendation will be reviewed and voted on by CFAI at their next meeting, likely within a few weeks.

Work continues with ImageTrend to migrate legacy data (High Plains/E.I.S.) into Elite. ImageTrend is developing code to map legacy incident, apparatus, and responder data so we will have a five-year dataset in Elite. We do not have a target date for completion.

Also in July, I was able to attend the ESRI (G.I.S.) conference and found several items of interest. I am now working with the Town's G.I.S. team to see what we already have access to, how we might be able to implement some new tools, and maybe deploy a new tool to compile data from multiple, independent data sources. The consolidation of data has been, and continues to be, one of our biggest challenges when defining what we do, how we do it, how busy we are, and what are the key influences that drive our call volume or our ability to provide services.

We are still holding the rollout of Continuum, pending the update of the EMS domains from NEMSIS 3.4 to 3.5. Colorado was an early adopter of the NEMSIS 3.5 reporting standard, but the majority of the other states have not transitioned yet. However, we are able to share a "playlist" or group of data tables, charts, and gauges that will replace the monthly data summary Paramedic Spronk has been sending out recently. Each visualization displays for 15 seconds, there are controls in the upper right corner of the screen to pause, advance, or go back.

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

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