

# ***Castle Rock Fire and Rescue Department***



Commission on  
Fire Accreditation  
International

*An Internationally Accredited Fire Rescue Agency Since 2012*

## ***October 2023 Monthly Report***

***Department News:*** Below are pictures of a structure fire we responded to in Franktown's district. Three area agencies responded. The fire was contained to the single home; no other buildings were affected. No civilian or firefighter injuries were reported.



**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  
**October 2023 ...100%**

Of the 20 customer survey cards we received in October, 18 had the highest overall rating of 5. Two had a rating of 4. Some of the comments we received were; *"We can't thank you enough for high quality care our daughter received and they were not only efficient and helped her pain but very accurate in assessing her injury. She ended up with a broken radial head, bent arm 46° and needed surgery and they could tell right away her arm was broken, elbow swollen and in extreme pain. Thank you for everything you do!"* Another read; *"It's such a huge comfort to us to know if we need help, we will get quick, caring, professional people to attend to us. Even cleaned blood off carpet!"*

### **Call Statistics:**

For the month of October, we responded to 615 calls for service. Last year at this time, we responded to 580 calls. This places our year to date calls at 5,552, which is 318 less calls or 5.5% lower than last year. Average calls per day for the month were 18.2.

Of the 615 calls for service in October, 374 of the calls were for EMS. We had 346 patient contacts and transported 271 patients. This time last year, we had 265 transports.

### **Fire Calls:**

During the month of October, we ran 7 fire calls compared to 9 in October 2022. We had 52 alarm calls, which is 4 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>6</b>	Transported to appropriate facility	<b>100%</b>
<b>Stroke Alerts</b>	<b>5</b>	Transported to appropriate facility	<b>100%</b>
<b>STEMI Alerts</b>	<b>5</b>	Transported to appropriate facility	<b>100%</b>
<b>Sepsis Alerts</b>	<b>5</b>	Transported to appropriate facility	<b>100%</b>

**Correct treatment, destination, and procedures done 100%**

### Significant Incidents:

- A Shift: On October 10, Engine 152, Battalion 151 and Squad 155 responded to a medical call on a trail off Tomah Road for a patient that fell off a horse. Patient was loaded onto Squad 155 and transferred to Medic 161 from Larkspur Fire for transport to a local hospital.

### Life Safety Educators:

For the month of October, CRFD made contact with:

- 2,863 citizens through 23 different public education and community events totaling 22.5 hours of education. Of the citizens we made contact with in October, 2,489 were children (18 years of age or younger) and 374 were adults.

A synopsis of events that occurred this month include;


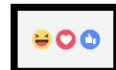


- Fire Prevention Week 2023 (10/8-10/14)
  - ["Cooking safety starts with you. Pay attention to fire prevention!"](#)
  - Outlets at Castle Rock electronic billboard
    - In collaboration with the Town Communications department and the Outlets at Castle Rock, CRFD created a digital billboard ad for Fire Prevention Month. This digital sign was on display for the month of October and was seen by thousands of cars on the I 25 corridor through Town every day.
  - CRFD and Domino's Delivery Smoke Alarm Campaign (10/10)
    - CRFD helped deliver two Domino's orders to homes in Castle Rock.
    - During the delivery, CRFD checked the smoke alarms in the homes where the orders were delivered. Both homes had working smoke alarms, so the orders were free!
    - Chief Chambers was interviewed by Denver Channel 7 to promote the event.
  - Annual Coloring Contest
    - CRFD hosted its 24<sup>th</sup> annual fire safety coloring contest. This event encouraged kids to creatively communicate the message of "Cooking safety starts with you. Pay attention to fire prevention!" by making a poster to illustrate the theme.
    - The contest was open to third through sixth-grade students in Castle Rock.
    - Of 149 student entries, 5 winners from 4 schools were selected.
    - Chief Croom and FLSEs utilized a standardized rubric and anonymous selection process to select the winners.
    - Presentations took place at schools on 10/30 and 10/31.
    - Winning classes enjoyed an ice cream party for their entire class and had the opportunity to place their drawing onto the side of a fire apparatus where it will ride for a year.





During September 2023 (reporting is one month in arrears), 1,087 users were following CRFD on the PulsePoint app enabled CPR alerts and there were 5,161 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Facebook information for September (reporting is one month in arrears)

CRFD Facebook September 2023	
	3,784 Followers
	917 Likes and Reactions
	2,759 Page Views
	953 Post Engagements

### **Deputy Chief Commentary:**

Due to a surgical procedure, I will not be in the office for the month of November. I will be intermittently working from home as I can. If you have any questions, please feel free to contact me.

Through the month of October, we responded to 5.5% fewer calls for service than last year, at this time. There appears to be an overall decrease in all calls, and not necessarily any specific call type.

We are communicating back and forth with our vendor to answer questions and clarify final and accurate data for the Medicare Ground Ambulance Audit. The requests continue to be minor. The final report will be submitted no later than November 15<sup>th</sup>.

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

We had a 98% compliance rate with the state for our EMS data submission. 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.

Work continues at a steady pace implementing policy and protocols for the state Naloxone Project. We continue to meet monthly.

Crews assisted with the Outlet Mall's Trick or Treat Street. With inclement weather, it was not attended as well as it historically has been.

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

Our ambulance billing revenues continue to be well above projections.

FF Josh Kenney began his preceptorship with B Shift. Once his preceptor is comfortable with his progress, we will schedule a meeting with Dr. Luyten for his final clearance.

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

In October, members were involved in physical fitness for a total of 303.25 hours.

Checking smoke detectors and delivering  
Domino's pizza during the smoke alarm campaign



Fire Educator Colleen Sanderlin at Rock  
Canyon High School Career Fair



Crew at Station 154 handing out candy  
on Halloween



This year's Fire Prevention theme is "Cooking safety starts with you. Pay attention to fire prevention!". Below are the coloring contest winners.



## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues:**

Town Council approved the PROPOSED 2024 budget on first reading this month. Final reading and adoption will occur at the November 7 Council meeting. Most of our non-personnel items were approved, and we were approved for three positions for next year. No other personnel positions were approved. We will continue to work on the needed personnel in future budgets.

We submitted the town-required pre-application (PREAPP) for Station 156 on town-owned property near the intersection of Castle Oaks Drive and Pleasant View Drive. This location is just east of the original proposed site, and it would not negatively impact our projected response times for Terrain or Cobblestone Ranch. We are scheduled for a PREAPP meeting with the Town in November, and will learn what needs to be done to move forward with this site.

Division Chief Oren Bersagel-Briese received the American Legion's Public Safety Award at their annual awards luncheon on October 14. Oren was nominated not only for his work within our department and community, but also for his efforts with the National Stair Climbs. Oren's dad, Garry, accepted on his behalf as Oren, ironically, was traveling to a stair climb event in New York that day. Congratulations, Oren!



### **Fire Chief Commentary:**

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

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

LT. Jay Allen, ALT/FF/PM Steve Coffin, and I participated in a CPSE webinar on the Fire Officer Designation. The webinar addressed the personal and professional benefits of being designated as a Fire Officer, and it was well attended. As I have said before, the CPSE designations are the “accreditation” of the individual, and they go hand-in-hand with our department accreditation. Congratulations to Jay and Steve on a job well done!

Several members from Admin and Logistics participated in the DC Incident Management Team and Emergency Operations Center 2023 Tornado Exercise. The exercise was designed to test communications and information flow from the Incident Command Post (ICP) to the EOC and vice versa. The scenario was designed from some of the lessons learned from the Highlands Ranch tornado earlier this year, and overall, I believe it was a success. There were a number of positive outcomes as well as additional lessons learned about responding to this type of event.

Lastly, I attended a public safety partner meeting at the Castle Pines Golf Club in preparation for the 2024 BMW Championship that will be held next August 19-25. The top 50 golfers in the world will be playing, and they expect approximately 120,000 spectators over the course of the week. While the venue is entirely in South Metro Fire’s jurisdiction, there will be significant traffic and overflow into Castle Rock during the event, and resources from both us and PD may be needed to ensure a successful event. More information will be provided as it becomes available.



## **Fire and Life Safety Division:**

### **Division Chief Bart Chambers**

#### **Division Chief Commentary**

In the month of October, we had numerous events consisting of the hiring process of our new Assistant Fire Marshal, Sr. Fire Prevention Officer Howe attending the District Attorney's new Investigator course, three members attending Keystone for the Fire Marshals track and FPO Sutherland attending the Fire Inspector 1 course at the National Fire Academy.



Our panelists for the interview and scenario process for the Assistant Fire Marshal position were from all over the region; Colorado Springs and the state, and within the Town of Castle Rock. Our candidates were well versed in fire prevention, and all brought a skill set that Castle Rock would benefit from as we grow. The selection of our new Assistant Fire Marshal was our very own Kevin "Sully" Sullivan, and we are proud of his accomplishments and his next chapter within the division.

Sr. Fire Prevention Officer Howe attended the District Attorney's new investigator course at the first of October. Our cooperative partnership with the DA's office allowed us the slot to have one of our Investigators attend this needed and critical training. Sr. Fire Prevention Officer Howe was successful and learned aspects of criminal law, constitutional rights and the process within the county and state for investigations.

Fire Prevention Officer Sutherland was our first inspector to attend formal inspector training outside of OJT and ICC course work. His experience with the class has prepared him for further training and setting him up towards fire plan review.

Three members of the Fire and Life Safety Division had submitted for the Keystone Training in May for the Fire Marshal's track. All three of these members completed their first year for the two-year program.

The first week of October, as we know, is National Fire Prevention Week and supporting our Fire and Life Safety Educators within the department on the messaging for this year's theme of "Prevent Kitchen Fires: Cook with Care!" This theme underscores the importance of fire prevention in the kitchen, where a significant number of home fires originate.

We also finalized the Fire and Life Safety Division fee schedule which will go into effect on November 1, 2023. This addresses many areas of the Fire and Life Safety Division, such as inspections and plan reviews as well as mobile food vendors and special events.

As we approach the winter months, we are seeing a slow down on some areas of new construction inspections. This is typical for this time of year, but we are seeing steady requests for inspections on new construction and remodel inspections.

The Division will also post a Fire Prevention Officer position to fill the vacancy opened by the promotion of Sr. Fire Prevention Officer Sullivan.

We are looking to hold a one-day mobile food vendor event, Food Truck Jamboree, in the middle of March, in which we will conduct inspections, free of charge, and educate the mobile food vendors. This will consist of educating the mobile food vendors of their responsibilities within the Town of Castle Rock and the County, from fire and life safety, zoning and the health department. We will be working with our cooperators within the Town as well as County Health to host this one-day event.

**Division Fire/Law Enforcement Training:** The Fire and Life Safety Division conducted 204 hours of training for the month of October.

**Inspections:** 102 Construction, 79 Primary Business inspections, 10 Mobile Food Vendor inspections, and 9 Special Events inspections.

**Plan Reviews:** 90

**Permits Issued:** 30

**Complaints:** 4

**Citations:** 0

**CORA Requests:** 13

**Fire Prevention Customer Inquiries:** 60

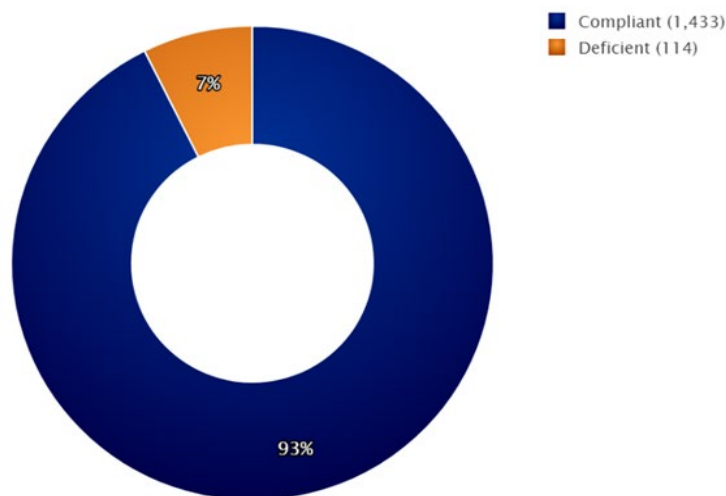
**Liquor License Reviews:** 22

**Fire/Investigation Responses:** 3

**Unmanned Aerial Vehicle (UAV) flights:** 0

### **Brycer Compliance Engine Reporting for Fire Protection Systems: 114 deficiency reports**

Compliant vs. Deficient Systems



## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

This month, we were able to host two trainings with outside agencies. The first was a pilot program for the International Association of Fire Chiefs (IAFC) that is aimed at ensuring law enforcement understands its role in a major wildfire. The class had law enforcement agencies with their fire partners (for example: CRFD and DCSO) learning the same content and working through the same exercises. Attendees came from across the state and the participants were able to provide some really useful feedback on the program. We also hosted a three-day ICS-300 course, and will have the corresponding ICS-400 in early December.

The Acting Lieutenant School kicked off in October, and classes were held on leadership, having hard discussions, and the lieutenant's role in mental health. While we are thrilled to have outside instructors like Code-4, we are also excited that some of our company officers are now teaching portions of the leadership portions of this class. It is really important that our company officer culture is being taught by company officers, and we thank LT Mike Moore and LT Steve Patik for their time with the school. We were also able to complete an accreditation-required safety officer course for anyone who obtained the ALT or LT rank in the last 10 years. This will now become part of the ALT School, so we don't anticipate having to do a large-scale class like this one in the future.

Department Training: For October, Sky Ridge Medical Center hosted a skills day for each of our shifts, featuring several different stations to learn about different skills. Shifts also did a SimsUShare training that focused on reps for our promoted/seated officers. In the middle of the month, we worked with FPPA to have them visit with each shift for their biennial visit to our department. Outside of the department, members attended two annual October conferences: the Mile High Firefighter's Conference and the Fire Leadership Challenge.

Academy Update: Thank you to E154-C, E154-A, and E152-A for spending a day at the academy and working with the recruits! For our seven, these times with our crews are critical to their learning process. We are currently planning the transition portion of their academy, which should get them on line in mid-January. LT Steve Patik will remain with the recruits through that transition piece.

Special Operations training: Working with the TRT leads, we have helped them finalize a task book for TRT members. This task book will be the guiding document to ensure that a member is getting all of the training that they need, and will serve as the official approval for annual stipends. The book should be rolled out at an upcoming training or meeting and will take effect in 2024. The TRT also conducted a technician-level confined space training – thank you to FF Steve Hoekstra for organizing the training.

October department-wide training hours: 2,070.



We are currently working on the following projects:

- AENG/ENG processes and class
- EMS training
- WMFR academy
- CMCB
- STO program development
- Hiring/promotional processes for FPO, STO and Logistics Tech.

FDNY 9/11 Memorial Stairclimb



Mile High Firefighter's Conference



IAFC Wildland Response Course

## **Logistics Division:**

**Division Chief Jim Gile**

### **Division Chief Commentary:**

The month of October included continuing work on the new Air/Light 153. The graphics package was approved and installed, as well as an exhaust modification for the Plymovent extraction system to hook up. Curtis, our dealer rep. for Eagle, performed the breathing air filter install and startup of the compressor. We also installed 12 spare SCBA cylinders to the unit. The last piece of this puzzle will be to install the command light tower to the roof of the unit. We are working with Eagle and SVI for this to be completed soon.

We also continue to work with MSA, Motorola and DCSO for a solution to the communication issues we had experienced with the Bluetooth to radio. We worked with the DCSO radio tech to get all of the firmware programming and the lapel mic. cord changes completed. With this work now complete, we will begin a trial by turning Bluetooth on for select units. This will be communicated as we get it scheduled and implemented. For a refresher on how to pair your radio to the air pack, please see the instructional information on Vector Solutions.

LEST Tad Keegan's last full month was October, as he officially retired and his last day was November 3. Tad has been instrumental in developing what we now know as the Logistics Division; we thank him and wish him well on his new adventures! Tad handled all of the quartermaster duties, and coordinated and assisted with all of the annual testing and maintenance for our equipment. This included, Hurst rescue tools, SCBA flow and fit testing, hose testing, ground ladder testing, bunker gear cleaning and inspections, firefighting ensemble ordering and repairs, firefighting tools and equipment. Tad has also been involved and chaired the Apparatus Team, the Clothing and Uniforms Team and the Tools and Equipment Team. Tad did a lot! As we move forward, we will be looking for the person who will fill this position best, for the needs of the Logistics Division, and the department both now and into the future. The job announcement will be posted on Nov. 6<sup>th</sup> and run through Dec. 4<sup>th</sup>.

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 October include, Units 080, 082, 101, 107, 108, 121, 125, 140, 141, 144, 146, 155, 185, 221, 249, 281, and 408. He had a total of 116 hours charged to units. Ben continues to face challenges with space to repair apparatus and parts availability. I assisted in October by performing pump tests, and chasing parts and coordinating with Town Shops, as well as filling in while Ben was on vacation. We have also been working on the plan and apparatus bay space for the STO unit in January. This will require some refitting of the exhaust system at Station 152.





## Division Project Report

Facilities projects  
R&D Team projects  
Station 156 Apparatus

New medic unit build from Osage Ambulance  
Station 153/154 landscaping planning  
SCBA/radio communication project



Driveway repair Station 153



Driveway repair Station 154



## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

This month, I completed the Emergency Operations Plan (EOP) update. This had been lingering for a while, in part due to the transition from Tri-County Health Department to the Douglas County Health Department (DCHD). The DCHD is a critical emergency management partner as they are responsible for mass care, mass fatality, and public health emergencies. While we are still waiting for a couple of items from DCHD, we are planning to present the EOP to Town Council in early 2024 and update the document as needed.

The development and training of a Town-wide Continuity of Operations Plan (COOP), planned for 2024, needs to be re-evaluated. The department intended to hire a contractor for the COOP process, however, that line item did not make it through the 2024 budget process.

In ImageTrend news, the Continuum module was updated enabling the NEMSIS 3.5 data and reports. The ImageTrend transition team and executive staff are reviewing the system. I will provide a walk through at the next command staff meeting, after which we'll turn the systems on for all users. The Continuum module is extremely versatile in its ability to query data, but knowledge of SQL is needed to ensure the data queries are accurate.

Additionally, we are one of a handful of agencies ImageTrend has asked to test the next generation for the Elite Report Writer. Currently, LT Moore, FF/PM Spronk, and myself are testing the "NextGen Report Writer" and will be meeting with the lead product engineer and other beta agencies to provide feedback. Being able to serve as a beta site for any of our software systems provides a tremendous opportunity to influence the direction of the systems we rely on and make sure that our needs and "pain points" are understood.

I continue to work with DoIT and GIS to develop a consolidated data set. We will be building a local database that will serve as a central hub for multiple data sources. The intent is to use this new database as a target for automated and scheduled reports from various fire department data sources and eventually non-fire department data sources that may have an impact on department operations and/or planning activities. Last month I previewed an operations dashboard. However, it is still a manual process. Once we are able to get this database up, running and validated, we should be able to provide near-real time dashboards, graphs, charts, and information. After the data is validated, the products will be made available to all department members.

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

*This link will automatically update on the 1<sup>st</sup> of each month*