

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

March 2024 Monthly Report

Department News: A few pictures from a structure fire on March 27th. One minor burn injury to a civilian. The fire was confined to one apartment.



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
March 2024 ...100%

Of the 22 customer survey cards we received in March, all 22 had the highest overall rating of 5. Some of the comments we received were; *“The people who met me at my home were professional, knowledgeable, efficient, and courteous. Thank you so much for your help.”* Another read; *“Excellent service. Felt that I was well taken care of. Very friendly. Kept talking to me which helped distract me from fighting my closing lungs. Thank you to all of you! You’re the best!”*

Call Statistics:

For the month of March, we responded to 587 calls for service. Last year at this time, we responded to 540 calls. This places our year to date calls at 1,751, which is 181 more calls or 10.3% higher than last year. Average calls per day for the month were 19.2.

Of the 587 calls for service this month, 366 of the calls were for EMS. We had 298 patient contacts and transported 269 patients. This time last year, we had 261 transports.

Fire Calls:

During the month of March, we ran 9 fire calls compared to 14 in March 2023. We had 25 alarm calls, which is 15 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	6	Transported to appropriate facility	100%
STEMI Alerts	2	Transported to appropriate facility	100%
Sepsis Alerts	5	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On 3/27, Quint 151 was dispatched to a smoke investigation. Upon Quint 151 responding, the call was upgraded to a commercial structure fire at 1179 Eaton Circle. Battalion Chief 151, Division Chief 151, Medic 151, Engine 152, Engine 153, Medic 153, Engine 154, Engine 155, and Safety 151, were added to the reclassified commercial structure fire assignment. Units arrived and found a mostly extinguished kitchen cooking fire. Extinguishment, searches, evacuation, ventilation, utility control, etc. completed. One burn injury to a civilian, we did not transport. Only the apartment that was effected was deemed uninhabitable.
- **B Shift:** On 3/31, crews responded to a fuel spill that was greater than twenty-five gallons. Quint 151 arrived to report a semi-truck actively leaking diesel fuel from a driver's side saddle tank on the north bound on ramp to Interstate 25 at mile marker 182. Safety 151 arrived to report the spill originated on Kinner Street to the north bound on ramp to Interstate 25. Battalion 151 arrived to assume command and request the Castle Rock Streets Division, CDOT, and CSP to respond. Hazmat 153 arrived to assist the crew from Quint 151 with spill containment and leak control. Engine 154 was added to the call for additional staffing and a hose line while the leak was being off loaded into an over pack drum. Safety 151 was assigned scene safety and assisted with traffic control. The spill was estimated at 110 gallons total. Crew members worked to stop the active leak and dam the material with dirt prior to it entering into any drainage system. The spill on the roadway was mitigated by using sea sweep and floor dry. The leak on the roadway from Kinner Street to the on ramp was swept by the Streets Department and left for the spiller to dispose of. All active leaks were stopped, and any free-flowing fuel was contained to the dirt alongside the on ramp.

Life Safety Educators:

In March, we continued to have numerous scheduled events and contacted 2,526 residents through 9 public education events, 2,410 of which were children, and numerous other contacts through unscheduled events at the stations.

A synopsis of events that occurred this month include;

- FLSE's Duncan and Sanderlin attended a Youth Firesetter Intervention Workshop with other specialists from around the state. This event was hosted by Children's Hospital Colorado and the Colorado Risk Reduction Network
- FLSE Sanderlin participated in a Douglas County Schools career fair held at Legend High School
- Completed a Hands Only CPR class at World Compass Academy
- Aided three residents to complete a BLS Heartcode skills check off
- Participated in the annual read-a-thon at Meadowview Elementary
- There were also several unscheduled public visits at the stations that crews participated in
- There were 26 car seat checks completed throughout the month at various stations.







Crews at a local school for public education



During February 2024 (reporting is one month in arrears), 1,081 users were following CRFD on the PulsePoint app. There were 5,262 Monthly Active Users (MAU). MAUs represent individuals actively following CRFD on the app during the reported month.

Here is a chart of our Facebook information for February (reporting is one month in arrears)

CRFD Facebook February 2024	
	4,100 Followers
	1,057 Likes and Reactions
	7,100 Page Views
	1,330 Post Engagements

Deputy Chief Commentary:

We have a 10.3% increase in calls for service over this time last year. There continues to be an overall increase in the majority of our call types.

Through significant snow events in March, we upstaffed appropriate units to ensure response to all calls for service. This included staffing an extra medic unit, the TRV, and our plow truck. All of these units were used during these events.

Our compliance rate with the state for our EMS data submission has returned to the 90th percentile. It appears the challenges we had seen previously, have been corrected.

We have completed the legal agreements, and have begun training with the State Naloxone Project. We anticipate having the naloxone delivered and ready for use by May 1.

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 March, members were involved in physical fitness for a total of 404.8 hours. Annual physical fitness assessments for all members continue and will be completed by May 1.



One of the many motor vehicle crashes we responded to during the storms.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

We began meeting with our Owner's Representative on the Station 156 construction project. To date, we have been working on addressing site issues, developing a budget, and trying to answer other questions that have come up in the PREAPP process. The site will accommodate the station as well as a Parks and Open Space trailhead parking lot, which was already programmed for this plat. In addition, the site can also accommodate a Logistics Facility attached to the station. This, of course, significantly increases the cost of the building, but we already own the land (meaning we don't have to buy land), and it addresses a significant need for our Logistics Division. This was presented to Mr. Corliss as a potential option, and his direction was to move forward with this concept. While it is not a done deal, it is a step forward.

Wildland mitigation work on town-owned property began 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. Weather dependent, April is still a realistic completion date.

We continue to watch the Town's sales tax revenue, and still expect that 2024 sales tax revenue may be lower than projected. We already know that we will not be able to meet our projections for the 2023 5-year balanced financial plan (BFP), and we are working with Mr. Corliss and Finance on adjusting the BFP as part of the 2025 budget process.

As reported last month, if sales tax remains lower than projections in 2024, we may have to be even more frugal with our budget this year. We will closely watch all expenditures, and ensure that we are being financially prudent. For 2025, we may not get any additional positions that have been requested, we may have to delay some purchases and apparatus replacements, and our budget requests for non-personnel items are basically flat. We need to be prepared for this reality while we continue to focus on maintaining our level of service.

With that said, we submitted our 2025 Budget Requests and Business Cases at the end of the month. We continued to ask for positions across all divisions as we still have a significant need, and we requested funding for a couple of smaller items. We know that we will not be approved for all of the requested positions, but it is important to keep these front and center. If something should change as it relates to revenue, then the requests and justifications for these positions is already complete.

Fire Chief Commentary:

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

Working with the Town's Natural Resource Specialist, we are obtaining bids to bring goats back this year for wildland mitigation. We are looking at the Metzler Family Open Space again as well as areas in the Woodlands. Once we receive the bids back, we will decide on which projects to pursue, or both, if it is financially feasible. We have some other mitigation projects that need to be done, so we will have to evaluate each project based on available funding.

We participated in a meeting with Douglas Regional Communications Center on the replacement of their Incident Dispatch Team (IDT) vehicle. The current vehicle was decommissioned after it was determined that it had numerous mechanical issues and was at end of life. Funds were appropriated by the 9-1-1 Board for this replacement, and this meeting was to discuss type of unit, programming, and costs. Until this unit is received, if the IDT is needed for a call, we will have to request South Metro's unit.

Lastly, we began discussions on what it will take to go live with CAD to CAD between Douglas Regional Communications Center and South Metro Dispatch. This has been in the works for several years, and we are finally at a point where the dispatch centers have been testing the 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

March was a month of training for the Fire and Life Safety Division along with preparing for the new FPO arriving on April 8, 2024. Our candidate for the Fire Plans Examiner removed himself from the process and was appreciative of the time we spent with him and his family when they came into town to see the community.

Sully, Nat and Buzz attended the National Fire Academy in March completing formal training in Fire Inspection I and II. Sully remained at the National Fire Academy for his third week of training successfully completing the Fire Protection Sprinkler System Plan Review course. Christina is leaving for the National Fire Academy the first week of April to attend the Fire Inspector I course. That will ensure all of our current staff be trained at the NFA with the same curriculum and standards.

We finalized our agreement with Safebuilt for plan review assistance and have submitted the credentials to DFPC for review and approval.

Over this last month, we have had information provided from the crews on fire prevention issues and concerns that have been seen within the Town such as access points being blocked into occupancies, fire lane access concerns, as well as fire protection systems having security equipment in place that hasn't been seen before. We appreciate this information and try to address it as quickly as possible for the safety of our community and the crews responding to calls.

Our move to Stripe within the Fire and Life Safety Division did not come to fruition, and we are still looking at a system that will assist us in our fee process and scheduling.

Our agreement with Brycer for cost share has been put in place as of April 1, 2024, and that will provide us with better accountability on our fire protection systems working with the property owners.

Division Fire/Law Enforcement Training: The Fire and Life Safety Division conducted 403 hours of training for the month of March.

Inspections: 92 Construction, 25 Business Inspections, 17 Mobile Food Vendors

Plan Reviews: 80 Plan reviews

Permits Issued: 17

Complaints: 2

Citations: 7

CWPP contact hours: 14

CORA Requests: 2

Fire Prevention Customer Inquiries: 30

Fire/Investigation Responses: 3 Responses and 2 follow-ups

Stop Work Orders: 2

Fire Watch: 1

Plan reviews fees: \$9,821.41

ETrakit fees: \$8,871

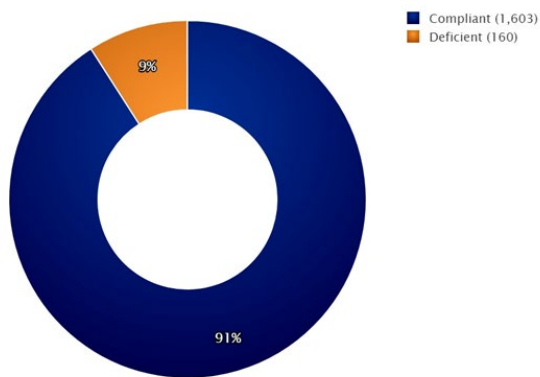
Mobile Food Vendor Fees: \$600.00

Other Fire and Life Safety fees collected: \$750.00

TOTAL fees received: \$10,449.08

Brycer Compliance Engine Reporting for Fire Protection Systems: 151 deficiency reports

Compliant vs. Deficient Systems



NFA Fire Inspector 2 class
Sullivan, Howe and Sutherland



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary:

Warmer weather brought a busy month of training to the department, including our annual wildland refresher training. Crews spent time reviewing hose deployments, helicopter water drop tactics, shelter deployment, and doing their required pack tests. Our DVCs, BCs, and ABCs also participated in several table-top incident command scenarios using a sand table and computer simulation to help us work through rapidly expanding and complex incidents.

Department Training: In addition to the wildland trainings, this month's 20s Drill featured the Sensit device – the new addition to our gas monitoring capabilities. Thank you to FF. Crewse for doing this training for us! We also saw the in-service for our new electric chainsaws and would like to thank ENG. Hinkle for leading us through that training. Finally, we'd like to thank FF. Kormen for putting together a great video on CPAP usage as part of our March EMS training.

STOs: At the end of the month, the Acting STO program got up and running at full depth, and we'd like to thank all of the ASTOs for engaging in some great conversation and training before getting cleared. In the future, we anticipate that there will be a task book for this position, but that will be built based on the experiences of the ASTOs in their current role. Our STOs also conducted several ride-a-longs with new dispatchers as part of their training process.

CMCB: Congratulations to Lt. Kunau for obtaining his Hazmat-Technician certification, and to FF. Travis for obtaining his Fire Instructor 1 certification. We would like to thank FF. Reed for representing CRFD as a Live-Fire Instructor SME during the recent test bank and curriculum review process. As part of our responsibility to teach the Officer Development Program courses, CRFD will be hosting a CMCB Fire Officer 2 course on September 25 and 26. Keep an eye out for registration information in early August.

FTC Updates: Our FTC Maintenance Team has been continuing to work on critical updates and maintenance at our training center. Specifically, they have been trudging through a massive project of tightening all of the bolts that hold the building together – something that hasn't been done since the building was constructed. They also removed the railing on the tower-mounted roof prop, but keep an eye out for more information about that prior to using it. We have several projects in the works for 2024, including a new partnership with a local roofer to regularly install shingles on the vent prop – making it a more realistic experience.

Division Happenings: In March, we were able to conduct follow-up meetings with all of the participants in the recent Acting Engineer (AENG) process. We also updated the AENG Task Book and continue to work on the forthcoming AENG school and ENG assessment center. Thank you to Lt. Patik and ENG. Gardner, as well as the other ENG SMEs for all of the help so far!

Hiring Processes: Unfortunately, we weren't able to fill the Fire Plans Examiner (FPE) position in the Fire and Life Safety Division, so that job is now reposted and will remain open until filled. We also have conditional FF job offers out to three people to join the August WMFR academy, and they are currently going through their 3Ps.

February department-wide training hours: 2,379

We are currently working on the following projects:

- ▶ AENG/ENG processes and class
- ▶ Burn plan for July fireworks location
- ▶ Annual CIRSA safety audit
- ▶ EMS training
- ▶ CMCB
- ▶ Asana software implementation



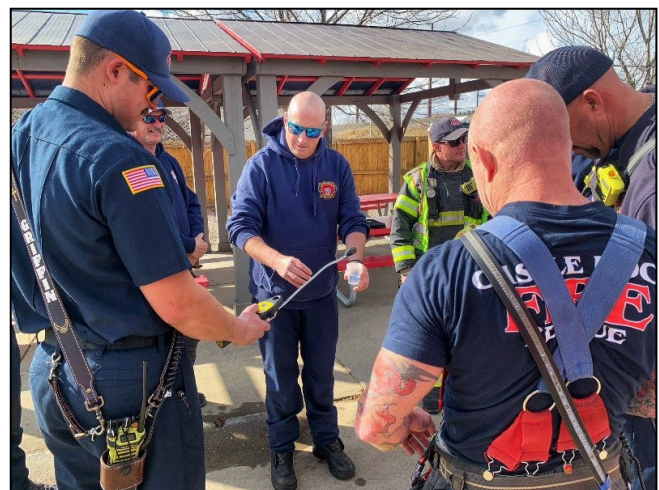
Vent prop training



Wildland training



The Colorado Emerald Society Band



Sensit training

Logistics Division: **Division Chief Jim Gile**

Division Chief Commentary:

The Division has been hard at work on some large projects. These have included:

- Mattress replacement: work on replacing mattresses throughout the department based on the recommended mattresses from the sleep team study. This required work on information gathering, quoting and purchase requisition.
- Apparatus Team stand up: we were able to successfully move up the purchase of Unit 125's replacement in the schedule. Originally, this unit was not due for purchase until 2028. Due to the long lead times on apparatus, we were able to get it moved up to this year. With this adjustment in schedule, the Apparatus Team has been stood up, and we have already had a kickoff meeting to spec. our next apparatus.
- Radio replacement: this was scheduled through general long-term planning. The Division has been working with our vendors to bring in demo radios for use and operation. The first scheduled day for this will be April 11th. We are currently looking at evaluating the Motorola APX NEXT radio as well as the BK BKR9000 radio. Last year, we had some initial exposure to the Motorola NEXT; the Battalion Chief's and Division Chief's had the chance to use the radio at that time. The next stages of testing and evaluation are to utilize the Bluetooth to MSA feature during fireground operations.



In March, the Division was also involved in the annual fire extinguisher testing and inspection. LEST Landon Brunk accompanied the vendor to fire stations for this work to be done. In addition, Landon has done much work over his short time here to clean and organize the areas in the basement at Station 153. We were able to donate old and out of date gear and equipment to some departments around us that could use it. Landon has also done a lot of cleaning and organizing at the PSTF South in the logistics room. We were able to get Landon's work space set up so he is no longer at the front counter at the PSTF. All FIT testing for the year was completed and the PortaCount machine was sent in to the manufacture for service and calibration.

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 March include, Units 101, 102, 106, 110, 111, 082, 080, 155, 134, 141, and 281. He had a total of 160 hours charged to units, and I had an additional 25 hours charged. In addition, Ben has continued to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. Much work was also done on Unit 082. Quint 155 has been out of service for some time for emissions system repairs, Detroit diesel updates, reprogramming, write-ups and preventative maintenance (PM) service. During this time,

due to Q159 being out of service for aerial outrigger repairs and updates as well as vendor repairs we had outstanding, Quint 155 has been operating as Engine 155.

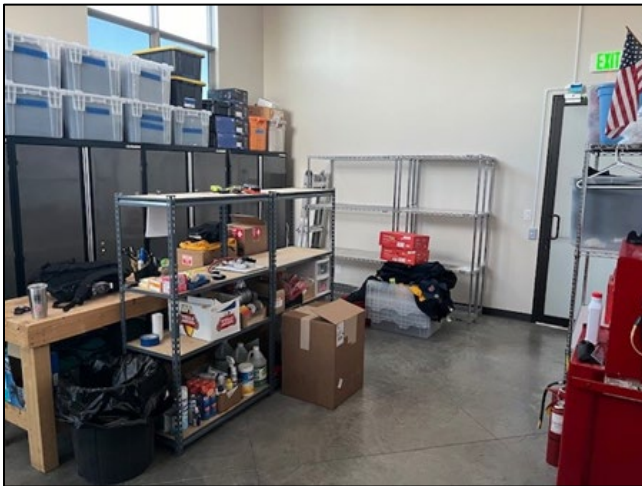
As part of Ben's PM service, he was servicing the pump transmission in accordance with manufacturer recommendations, which includes replacing fluid and installing a new filter. Ben does this service every 50 pump hours or annually. During this service, Ben found evidence of metal in the oil as well as larger pieces of what appeared to be bearing material. With this discovery, we have been in contact with Pierce and our Pierce dealer and the consensus is that a bearing has failed internal to the pump transmission. This was a great catch on Ben's part and likely prevented further damage and possible catastrophic failure. With this diagnosis, Unit 082 will be going up to Front Range/Pierce on Tuesday next week. There, the pump center section, which includes the pump transmission, will be removed and sent to Darley for teardown and repair. The projected time line for the pump repair is 35-45 days not including the remove and replace time at Front Range. While the unit is there, we will also have the UL aerial test and any repairs needed, taken care of at that time.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for March are 5,903. Year to date is 16,875, and the total since we began the program is 279,380. 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
- Radio replacements

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



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

March was a challenging month given my travel schedule, attending the CPSE Excellence Conference, enjoying some time off, and a two-week class at the National Fire Academy. Still, we made progress on several items.

ImageTrend uploaded a sample legacy data set of six months for validation and verification. The initial review looked as if the data is mapped properly, but there are a few data continuity issues we are working through. We have a couple of options and expect to have a solution by the end of the first week of April. As soon as the full data set is loaded, we will have a five-year data set in ImageTrend and the 2023 Standards of Cover will be updated using Continuum and Report Writer. We have a target date for completion of the end of May and hopefully adoption by Town Council in early June.

FF/PM Spronk attended a meeting, hosted by West Metro Fire, about the transition from NFIRS to NERIS. West Metro is one of the six agencies that are serving as an initial NERIS test site. They provided an overview of the system and its current user interface. Their comments were promising, but they also said the next iteration will be different. The next phase of the NFIRS to NERIS transition will happen in a few months with another 25 agencies to serve as additional test agencies.

The Town's Emergency Operations Plan (EOP) is finalized and will go to Council for adoption in May.

The Douglas County Emergency Operations Center (EOC) was activated for the March 15-16 snow storm. While this turned out to be a non-event as far as the EOC was concerned, it served as a good "real-world training" for several newer EOC team members.

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

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