

Castle Rock Fire and Rescue Department

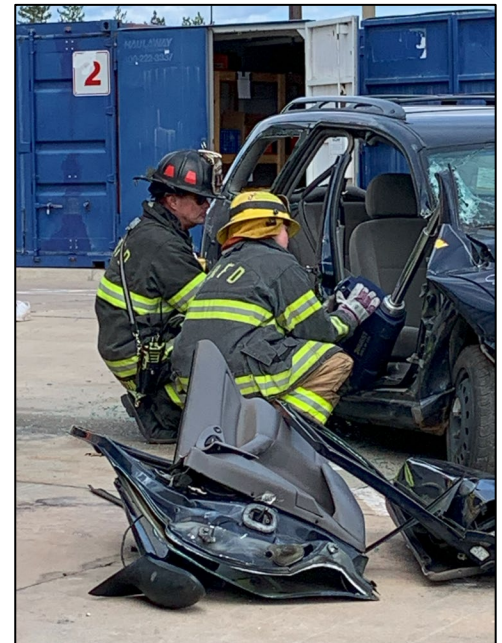


An Internationally Accredited Fire Rescue Agency Since 2012

April 2024 Monthly Report

Department News:

Fire Marshal Bart Chambers
presenting on wildfire mitigation



Hands on activities for Youth Leadership
Douglas County students



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
April 2024 ...100%

Of the 16 customer survey cards we received in April, 15 had the highest overall rating of 5. One had a rating of 4. Some of the comments we received were; *"Everyone was very kind & courteous, explained everything they were doing. Smooth drive. This is the 3rd time with these guys and enjoy their company. They allow me to ask questions, talk to me and joke with them. I feel safe with them. Thanks to all of them."* Another read; *"Thank you for the excellent care and speedy transport to Swedish Burn Unit. You all are our heroes!"*

Call Statistics:

For the month of April, we responded to 524 calls for service. Last year at this time, we responded to 544 calls. This places our year to date calls at 2,276, which is 158 more calls or 7% higher than last year. Average calls per day for the month were 18.8.

Of the 524 calls for service this month, 346 of the calls were for EMS. We had 287 patient contacts and transported 257 patients. This time last year, we had 256 transports.

Fire Calls:

During the month of April, we ran 14 fire calls compared to 14 in April 2023. We had 31 alarm calls, which is 11 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:

Trauma Alerts	5	Transported to appropriate facility	100%
Stroke Alerts	4	Transported to appropriate facility	100%
STEMI Alerts	1	Transported to appropriate facility	100%
Sepsis Alerts	2	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On 4/20, Engine 155, Engine 154, Quint 151, Battalion 151, Safety 151, Medic 151, and Medic 154 responded to a motor vehicle crash requiring extrication of one patient. A total of two patients were transported to appropriate medical facilities.
On 4/25, Battalion 151, South Metro Fire Battalion 3, Chief 154, Division Chief 151, Engine 154, Engine 39, Hazmat 153, Medic 151, Medic 154, Quint 151, Safety 151, SMFRA Safety 2, and Squad 155 responded to a confined space call. As entry started into the space, the individual was located in a nearby neighborhood. All units returned to service.
- **B Shift:** On 4/30, crews responded to a motor vehicle crash with extrication, on Lake Gulch Rd. and Crystal Valley Parkway. Involving a semi-truck vs. a passenger vehicle. Three patients were transported to appropriate medical facilities.

Life Safety Educators:





In April, we continued to have numerous scheduled events and contacted 829 residents through 12 public education events, (356 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 attended the Child Passenger Safety Instructor conference
- FLSE Sanderlin participated in a Douglas County School career fair held at Eagle Academy High School
- Completed a Community HeartSaver CPR class with seven community members
- FLSE Sanderlin completed a BLS HeartCode skills check off for three residents
- FLSE Sanderlin assisted with the Castle Rock Home Show Event
- There were also several unscheduled public visits at the stations that crews participated in
- FLSEs Duncan and Sanderlin coordinated and participated in the annual Youth Leadership Douglas County event
- There were 26 car seat checks completed throughout the month at various stations



Below is a chart of our Facebook information for March (reporting is one month in arrears)

CRFD Facebook March 2024	
	4,200 Followers
	862 Likes and Reactions
	8,000 Page Views
	4,800 Post Engagements

During March 2024 (reporting is one month in arrears), 1,067 users were following CRFD on the PulsePoint app. There were 5,323 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Deputy Chief Commentary:

We had a 7% increase in calls for service over this time last year. There continues to be an overall increase in the majority of our call types.

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

Our annual wildland refresher training has been completed.

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

We continue the required training on the State Naloxone Project. The Naloxone has been delivered and will be placed in service this month.

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.

Annual physical fitness assessments for all members have been completed by all members who were able to complete the assessment. Those on light duty will complete them once they have been cleared by the physician.

In April, members were involved in physical fitness for a total of 399.7 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Early budget and site work continues 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. We've continued to work on the site concept to include all elements previously identified, and are now moving forward with a survey so that we can begin the replat and rezone process. We are working on the RFP for an architect, and hope to have that out in May.

Wildland mitigation work on town-owned property is over halfway done 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. Due to snow events, this project is now scheduled to be completed in May.

We submitted our 2025 Budget Requests and Business Cases at the end of March, and are scheduled for review in early May. We requested 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, i.e., sales tax increase, then the requests and justifications for these positions are already complete.

The Douglas Land Conservancy denied the Town's request to have a 4th of July fireworks show from the top of the old quarry at Rhyolite Park. With this decision, we are now looking for an alternate site that allows for prime viewing and meets the safety requirements to conduct this type of show. We may have a site on private property on the west side of town, and have been in discussions with the owner to determine if they would be willing to host the show. We hope to have this answered in May so that we may begin the planning and communication process.

Fire Chief Commentary:

Our Fallen Firefighter Memorial project continues to progress. The library has signed an agreement to allow us to use their property, and we are now working on obtaining the required Town signatures. Once signed, we will then move forward with design concepts which will lead to the development of a budget and construction process.

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. As we can use grant funding to help offset these costs, we are planning on moving forward with both areas. We still have some other mitigation projects that need to be done, and we are evaluating what can be done with our available funding.

We continued 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.

With the promotion of Deputy Chief Bersagel-Briese, we have appointed Cpt. Jeff Hood as the Acting Training Chief. We have a number of moving parts organizationally through the summer, so we will plan on conducting a hiring process to permanently fill this position in late summer/early fall.

Fire and Life Safety Division:

Division Chief Bart Chambers



Division Chief Commentary

During the month of April, the Fire and Life Safety Division had personnel in training, provided trainings, presented wildfire mitigation information to HOA's and residents, brought on a new Fire Prevention Officer, prepared for the upcoming interviews for a Fire Plans Examiner, as well as increased inspections.

Sr. Inspector Jenkins attended the National Fire Academy in April completing formal training in Fire Inspection 1 and submitting for the Fire Inspector 2 course. Christina successfully completed the Fire Inspector 1 course and experienced the National Fire Academy and Emmitsburg for the first time.

Safebuilt has been working well with our needs for plan review assistance, and our turnaround time with plans has been reduced. The target time frame for plan reviews is still further out than we would like but moving in a positive direction.

The Division has received complaints on fire prevention issues and concerns within the Town, so we have been busy with education and enforcement to obtain compliance. As we see the growth within the community, we appreciate this information as it is instrumental in maintaining the safety for our first responders along with those visiting and living within our community.

Our agreement with Brycer for cost share is active, and we have had inquiries from some of the business owners about their fire protection needs. We have discovered that some of the fire protection companies providing these services have utilized other jurisdictions code amendments and not the Town of Castle Rock's. We are working with the business owners on addressing these issues to reduce the impact to our merchants that are in line with our adopted fire code.

In early April, the division, with the support from the Castle Rock Water Department, hosted a presentation on wildfire mitigation. This was specifically for the HOA's and their landscaping contractors, along with some residents who wished to attend. Topics included: addressing the needs for defensible space within the wildfire urban interface areas and showing the impacts of fuel receptive beds on ember casting.

The division has worked with the HOAs on what is needed to become a Firewise community through NFPA, along with meeting local insurance agents to address our collective needs on becoming a stakeholder on wildfire mitigation. Both meetings were very successful with the desire to move forward from the community understanding this is a long-term commitment for wildfire resiliency.

I also want to applaud our fire educators on the work they have done this last month with fire prevention messaging from special events, staffing our booth, and teaching other fire prevention personnel within the state.

At the end of the month, we received our second and final IPlan table for the division. This technology will assist in our continued move forward to better serve our customers and reduce the delays on plan reviews.

As we are in the process of code adoption, this last month we moved forward with a proposed draft adopting the 2024 International Wildland Urban Interface Code with amendments. We are in the next phase of adopting the 2024 International Fire Code with amendments to better serve our community and protecting our firefighters and citizens.

As the division moves forward with code adoption, the focus will be on continuing to enhance all aspects of fire prevention by placing a greater emphasis in our business model of utilizing and emphasizing the 5 “E’s” of Community Risk Reduction. The 5 “E’s” include: **Education** as the foundation of fire safety, **Engineering** as through the plan review process which allows for creation of safe environments, **Enforcement** of upholding fire and life safety codes and regulations, **Economics** as in the balancing of fire and life safety codes and regulations and the costs associated with them, and **Emergency Response** through swift response to fires and other incidents by all fire department personnel.

Fire prevention is a shared responsibility involving individuals, communities, businesses and government entities. With our code adoption emphasizing, embracing and implementing the 5 E's, this will empower us to create safer environments and mitigate the devastating impact of fires on lives and properties within the Town and our jurisdiction.

Division Fire/Law Enforcement Training: The division conducted 181 hours of training for the month of April.

Inspections: 74 Construction, 20 Business Inspections, 10 Mobile Food Vendors, 9 Special Events

Plan Reviews: 111 Plan reviews **Permits Issued:** 26

Complaints: 4 **Citations:** 8 **CWPP contact hours:** 28

CORA Requests: 2 **Fire Prevention Customer Inquiries:** 53

Fire/Investigation Responses: 7 Responses and 4 follow-ups

Stop Work Orders: 2 **Fire Watch:** 1

Unmanned Aerial Vehicle Flights: 2

Fees Received:

Inspection and re-inspection **\$5,820.00**

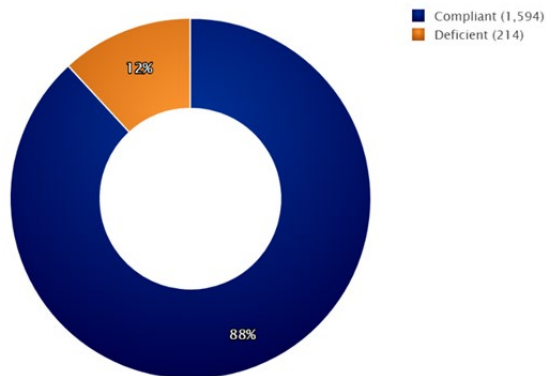
Mobile Food Vendors **\$500.00**

Plan reviews **\$21,637.05**

TOTAL fees received: **\$27,957.05**

Brycer Compliance Engine Reporting for Fire Protection Systems: 214 deficiency reports

Compliant vs. Deficient Systems



New fire panel warning sticker



Developer/framing company blocking access to occupied residences

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary:

Change is underway in the Training Division, and with the vacancy at the Division Chief spot, Jeff will be moving into the role of the Acting Training Chief until we fill the position permanently. The last 5.5 years have been an incredible ride, full of great projects and fantastic training. It's been a real honor to work with each of you as we collectively built a culture that has received national attention but is focused on ensuring that you have what is needed to answer the citizen's needs. A short paragraph isn't enough space to express my gratitude for your trust and belief in what we were doing, but I know that the division is destined for continued greatness and I look forward to seeing all the ways it gets better. - Oren

Department Training: For this month's EMS training, each crew was able to spend time with our physician advisor discussing current trends and protocol changes, and we thank Dr. Luyten for his time. We also had a very unique opportunity to conduct a man-v-machine training, where we simulated a person being stuck in a snow blower. We are super appreciative of Lt. Johnson for conceptualizing, building, and hosting the training.

Special Operations Training: Early in the month, the TRT hosted a full-day training with Elevated Safety that was focused on using some new equipment and rope. Water Rescue Team members also completed their annual swim test, ensuring they are ready to go for the summer season.

STOs: This month, the STOs continued to work on their individual projects while also helping deliver/facilitate several multi-company drills, a RIT drill, the pack test, wildland training, and hose work. They are also tracking all of the open task books and assisting those members with any needs.

Division Happenings: We completed a move of all of our videos to house them on the Vector Solutions platform. Now, when you want to see one of the videos, you'll navigate through the File Center to the appropriate location. We also began the transition for National Registry certifications to their new standard.

CMCB: Congratulations to FF. Fritch for obtaining his Hazmat-Technician certification, to LT. Osborn for obtaining his Fire Officer 2 certification, and to Capt. Peery for obtaining his Live Fire Instructor in Charge certification. In other CMCB news, the Board of Directors unanimously approved the inclusion of the Arvada Fire Protection District as the ninth member of CMCB.

FTC Updates: We have a big project in the works for the tower, and we look forward to sharing more about it next month. Our FTC Maintenance Team continues to work on 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.

Hiring Processes: All three of our recruit candidates have completed their 3Ps and are looking good for the August WMFR academy. FF. Murphy will be heading up there on a full-time assignment, and we are excited to work with him in this role.

April department-wide training hours: 3,309

We are currently working on the following projects:

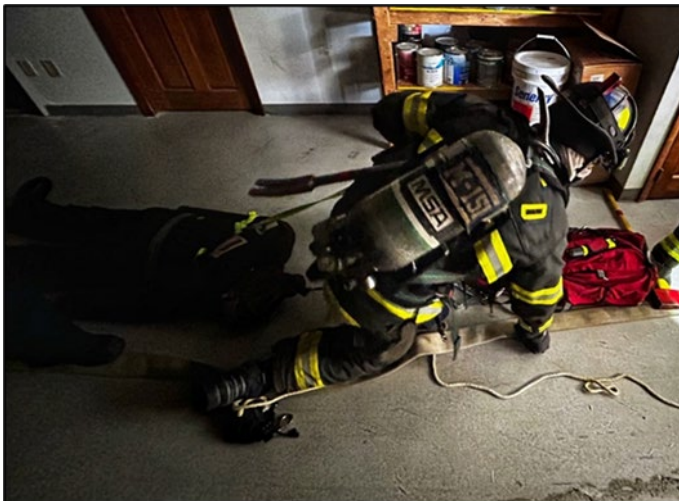
- AENG/ENG processes and class
- Asana software implementation
- CMCB
- Fire report CQI implementation



Human versus snow blower drill



Multi-company drills



RIT drills at Station 153



Multi-company drills

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 2024:** During April, mattresses in stations were replaced, and with the 6 that were replaced in 2023, this replaces all mattresses in the department. This was done with the Sleep Team recommended mattress. All mattresses have been entered into PSTrax per station for tracking purposes.
- **Apparatus Team stand up:** After team stand up in March, we have had meetings with Chief Croom and Chief Martin as well as team meetings to consider the team's next moves. There has been a lot of activity in preparation for spec'ing our next apparatus. In an effort for transparency, and to show the work being done by the team, a round table discussion document is being put together to be sent out to the membership. It will go out to all, but if there are any questions regarding the points, please discuss this with the apparatus team member on your shift or at your station.
- **Radio replacement:** This project continues to move forward. We again have the Motorola radio in addition to the BK radio in house. Testing with the MSA Bluetooth will be taking place in the month of May on both platforms. In addition, Training and Operations Divisions authorized the MSA Bluetooth to be turned back on for all SCBA. Lt. Helle was assigned and tasked with performing the reflash and pairing of the radios and air packs at all stations.
- **Station 156 build:** The Town has secured an owner's representative for the Station 156 project. We have already had multiple meetings on site possibilities and building programming and are now set up for bi-weekly meetings as we move forward.



LEST Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In addition to the clean-up and organization performed in the basement at Station 153 and in the logistics room at the PSTF South, Landon has accomplished the following: assisted Ben and Mark Hall with BK radio updates to all portable and mobile BK radios, assisted with the preliminary set up and testing of the demo 800mhz radios, handled the gear issuance for our new FPO, helped set up the new battery recycle and request program, has handled 111 PSTrax alerts by filling requests and closing those alerts, and has assisted with fulfilling 12 purchase requests. Landon is getting a good feel for the division and has already made a significant difference.

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 080, 082, 088, 121, 125, 141,

281, 102, 110, 116, 126, 118, 180, 182, 185, 189, 192, 408, and 409. He tracked a total of 175 hours charged to units during the month of April. In addition, Ben continues to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. Currently, the unit is at Diversified for body work and front suspension updates that needed to be done. Unit 082-Q155 was taken to Front Range for fire pump rebuild. The pump has been removed and shipped to Darley for the repairs as needed. While the unit is at Front Range, we are also having some further repairs completed as well as the aerial serviced and third party inspected.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for April are 3,640. Year to date is 20,515, and the total since we began the program is 283,021. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

Facilities projects	New medic unit build from Osage Ambulance
R&D Team projects	Station 153/154 landscaping planning
SCBA/radio communication project	Station 156 Apparatus:
Annual service and testing of equipment	Engine ordered
Radio replacements	Type VI contract completed
New apparatus replacements	Chassis delivered

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In April, we increased the legacy data upload to include all of 2022 and 2023 to look at how the data may trend and how closely it is correlated as we work on updating the Standards of Cover Document. As we move forward with the data validation, we are finding some fields were not mapped properly or the system did not calculate certain fields as it normally would with a traditional CAD load and manual report entry process. To keep a long story short, progress is being made, just much slower than hoped.

The 2023 update to the Standards of Cover (SOC) is underway. Unfortunately, we must use the manual process we were trying to move away from. This process takes several weeks and requires a lot of individual incident reviews to determine if an effective response force (ERF) arrived. The update to the SOC is also a critical component of our required Commission on Fire Accreditation International (CFAI) Annual Compliance Report (ACR) due no later than July 15.

If you have not heard, there will be a transition from the National Fire Incident Reporting System (NFIRS) to a new [National Emergency Reporting Information System](#) (NERIS). The USFA and Underwriters Laboratory, Fire Safety Research Institute (FSRI) are moving on to the next phase of the NFIRS to NERIS transition. With this next phase, they will be onboarding several BETA agencies to help solidify the data schema, platform, and process. In early May, we will be discussing if, when, and how CRFD wants to get involved in the rollout.

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

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