

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

August 2023 Monthly Report

Department News: Below are pictures of the annual Touch A Truck event we participated in along with other Town Departments. The children had a great time spraying water!



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
August 2023 ...100%

Of the 41 customer survey cards we received in August, 40 had the highest overall rating of 5. One had a rating of 4. Some of the comments we received were; *"C.R. emergency personnel were everything I could have expected! Caring, prompt, and professional. I feel lucky to live here!"* Another read; *"We were treated with such respect and compassion. Their prompt service was greatly appreciated."* Another read; *"Thank you for looking after my minor child while I was ill. Making sure she was safe. Thank you."*

Call Statistics:

For the month of August, we responded to 588 calls for service. Last year at this time, we responded to 625 calls. This places our year to date calls at 4,359, which is 400 less calls or 8.5% lower than last year. Average calls per day for the month were 17.9.

Of the 588 calls for service in August, 373 of the calls were for EMS. We had 351 patient contacts and transported 275 patients. This time last year, we had 300 transports.

Fire Calls:

During the month of August, we ran 10 fire calls compared to 8 in July 2022. We had 42 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	4	Transported to appropriate facility	100%
STEMI Alerts	8	Transported to appropriate facility	100%
Sepsis Alerts	0	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On August 12, Battalion Chief 151, Quint 151, Medic 151, and Engine 152 responded to a car vs motorcycle crash. The motorcycle rider was pronounced on scene.
- On August 17, Battalion 151, Quint 155, Quint 151, Engine 154, Engine 153, Engine 152, South Metro Engine 39, Division Chief 151, Medic 151, Medic 154, and Training 152 responded to a vehicle fire. It was first reported as a residential structure fire due to vehicle parked in the driveway. The fire was contained to the vehicle only, and the house was not damaged.
- On August 23, Battalion 151, Quint 151, Medic 151, and Engine 152 responded to East Frontage Road south of Bell Mountain Parkway to a motor vehicle crash; vehicle vs pedestrian. A single bike rider was hit by a vehicle; the patient was transported with serious injuries to a local hospital.
- **B Shift:** On August 4, Battalion Chief 151, Division Chief 151, Engine 151, Engine 152, Quint 155, Engine 153, Medic 151 and Medic 154 responded to a residential structure fire in Bell Mountain; possibly due to a lightning strike, the fire was contained to the basement. All occupants and animals were out of the house.
- **C Shift:** On August 26, Medic 151, Battalion 151, Engine 154, and Engine 152 responded to Interstate 25 southbound at mile marker 179 for a motor vehicle crash. The units arrived locating two vehicles with moderate damage and two patients requiring extrication. The incident was upgraded to an injury extrication with Engine 161, Medic 153, Medic 154, and Medic 161 added to the call. Five patients were transported to local hospitals with two being critical and three being in serious condition.
- On August 26, Medic 151, Battalion 151, Engine 154, and Squad 155 responded with Jackson 105 Fire in their district for an adult male ejected from an off-road vehicle and trapped under the vehicle. The patient was removed from under the vehicle and packaged to be placed to carry out due to it being ¼ mile down a trail. The patient was transported by helicopter to a local trauma center in critical condition.

Life Safety Educators:

In August, we continued to have numerous scheduled events throughout the month, and contacted 6,762 residents (4,310 of which were children), through 6 scheduled public education events, and numerous other contacts through unscheduled events at the stations. This equals 18.75 hours of public education.


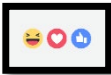


A synopsis of events that occurred this month include:

- CPR Training
 - 11 town employees successfully completed the Heartsaver/AED and First Aid course
- We once again participated in the annual Touch a Truck event. This was the 7th year we have participated, and it continues to grow in attendance each year. A big thanks also goes out to the Explorer Post for their assistance in ensuring the participants received a memorable experience.

- FLSE Sanderlin taught 150 students about fire science and cooking safety at Douglas County High School.
- Car seat proxy time and education was completed for A Shift. Three members successfully completed this requirement for recertification.
- FLSE Duncan continues to work with all divisions to refine and revise the website for the upcoming accessibility requirements.
- We continue to work with Communications to refine the new crgov.com website.
- There were also several unscheduled public visits at the stations.
- There were 15 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 assisted and participated in several public education events.

During July 2023 (reporting is one month in arrears), 1,063 users were following CRFD on the PulsePoint app. There were 4,903 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 July (reporting is one month in arrears)

CRFD Facebook June 2023	
	3,706 Followers
	553 Likes and Reactions
	3,281 Page Views
	585 Post Engagements

Deputy Chief Commentary:

Through the month of August, we responded to 8.5% 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.

For the past 12 months, we have been dedicating a tremendous amount of time and effort towards the Medicare Ground Ambulance Audit. This was a mandatory national participation program. If we chose not to participate, we would have been penalized 25% of our Medicare and Medicaid revenue. Our reporting period ran from July 1, 2022 – June 30, 2023, and we had until

August 15, 2023 to upload our data and information to the company we have contracted with to ensure we have the correct data submitted. This was an entire town effort to complete this. I want to recognize and thank FFP Lindsey Schmidt for leading this project and ensuring we met all of the benchmarks and timelines throughout these past 12 months. I also want to thank DVC Gile, Asst. Chief Rollins, Lori Kania, Debbie Stanley, the Finance Team, the HR Team, and Facilities for their assistance on completing this project. This is a multi-year project that Medicare is completing, and once they have reviewed and studied all of the data, the hope is that we will see an increase in Medicare rates on our ambulance transports. There has not been an increase in the past 40 years.

We continue to meet monthly in forming and building the Naloxone Project.

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 deployed for a 14-day assignment near Durango. They completed quite a bit of prep work to try and reduce the risk, should fires start in that area. They received outstanding reviews from their supervisor on this deployment. Thanks to Lt. Mike Moore, Eng. Brad Shefsick, and FF Jareth Morey for their work on this deployment. Thanks also goes out to all members who assisted in ensuring we did not have any staffing challenges while our team was deployed. 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.

In August, members were involved in physical fitness for a total of 313.2 hours.

Explorers at the Touch A Truck event. Thank you!



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

We continued our meetings 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. After reviewing the final Assessor's numbers as well as our draft 2024 budget numbers, we have agreed to leave the rate the same at 5.5% of our operational budget, and the District will look at potentially implementing impact fees on new construction to provide to the town to assist with capital costs. This should be finalized in September.

We continue to work with Finance on our 2024 budget as well as 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. After we provided Finance with a list of potential line item decreases for this year in the event that we have to reduce the budget, we were asked to cut \$20,000.00 from this year's budget, and then that amount would be reduced for those line items going forward. We were able to make several line item reductions to achieve this request, and we are continuing to monitor expenses in the event additional cuts are needed. We also expect to see the final draft budget that will go to Council in September.

We continue to work on a new location for Station 156 on 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 have started work to determine if the site is feasible for a station and 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 work on the Joslyn property project 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 (UP) railroad has now indicated they are willing to allow the current at grade access point to serve as an EVA only, and we are now reviewing an agreement from UP on access requirements.

The goats finished grazing/mitigation at the Memmen Ridge Open Space, and have now been moved to Escavera. 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. We are working with our Natural Resource Specialist to set up a recurring schedule to have these areas treated on a regular basis going forward.

AdventHealth Castle Rock (formerly Centura) celebrated their 10th anniversary in early August. In speaking with their CEO, while ownership has changed, there are no expected decreases in level of service. AdventHealth will evaluate any needs or services for the hospital, and then will address accordingly. Overall, the hospital has been a great addition to the community.

Based on some changes in state law about web site accessibility, we have been reviewing every item on our website, in conjunction with Communications staff, to determine what may need to change. Since there is a substantial cost to converting large documents, such as the Master Plan, Standards of Cover, CWPP, etc., into an accessible format, we may end up significantly reducing the information available on the website. This is an ongoing effort to be ready by the 1st quarter of 2024 when the new laws go into effect.

As part of the Canyons North development (in the City of Castle Pines between Hess Road and Crowfoot Valley Road), the developer is required to dedicate land for a future fire station. Part of this development is in the Castle Rock Fire Protection District, so we have been meeting with representatives from South Metro Fire, where the majority of this development is located, to determine the best location for a future station, if needed. No decisions have been made, but several recommendations have been provided back to the developer. More information will be provided as it becomes available.

Lastly, I attended a meeting with the Colorado State Fire Chiefs on the potential impacts of Prop HH that will be on the ballot this fall. This is a property tax and TABOR issue that could have significant negative reductions in revenue for Colorado's fire service. Although the Town does not receive a significant amount of revenue from property tax, our neighboring fire agencies are wholly dependent on this tax. There is a big concern that if this passes, these departments could see a 25% - 50% reduction in revenue, which could substantially affect their ability to provide service to their districts. It is a very complicated issue, and we will continue to participate in these meetings as we move closer to Election Day.

Fire and Life Safety Division:

Division Chief Bart Chambers

Division Chief Commentary

This last month, we have finished the draft for the proposed fee schedule for the Fire and Life Safety Division and are working with Development Services. We have also welcomed the input from the line personnel on adjusting our Fire Watch Packet. Their input is helping to streamline the process for the line as well for the property owners.



We are also looking at the process of how we address burn permits within the Town and County areas of our fire district. This process will assist our crews and our community on what they need to do to obtain a burn permit and the requirements by the Town, County and State. This will help educate our community and provide information to our line personnel on the parameters of what is expected by those with and without a burn permit. We are hopeful to have the draft out in the next few weeks on what the process will be for outside burning and required burn permits.

Our FPO's and Sr. Inspector are in the process of riding along with Station 154's crew to have a greater understanding of why their job is instrumental to help support line personnel's safety and our community's as well. Most importantly, this is an opportunity to see how the codes can enhance our safety and services we provide to our community.

We have also reached out to the state chapter of the International Association of Arson Investigators to bring to the region a court room testimony class hosted by the department. This class is difficult to find in this region as well as other areas of the country and we are hopeful to see this here the beginning of next year.

Our Fire and Life Safety Division members are still active in getting the enhanced training from the National Fire Academy as well as ATF. Sr. FPO Howe just finished the 40-hour ATF/FBI Post Blast Class hosted by Colorado Springs Fire Department and ATF. Sr. FPO Howe's group did exceptionally well during this course, and he represented the department with professionalism and dedication.

Congratulations to FPOs Sutherland and Davey and Sr. Fire Inspector Jenkins on obtaining their ICC Fire Inspector 2 certifications.

Division Fire/Law Enforcement Training: The Fire and Life Safety Division conducted 121.5 hours of training for the month of August.

Inspections: 187 Construction, 46 Primary Business inspections, 10 Mobile Food Vendor inspections, and 9 Special Events inspections.

Plan Reviews: 112

Permits Issued: 22

Complaints: 0

Citations: 1

CORA Requests: 2

Fire Prevention Customer Inquiries: 60

Liquor License Reviews: 5

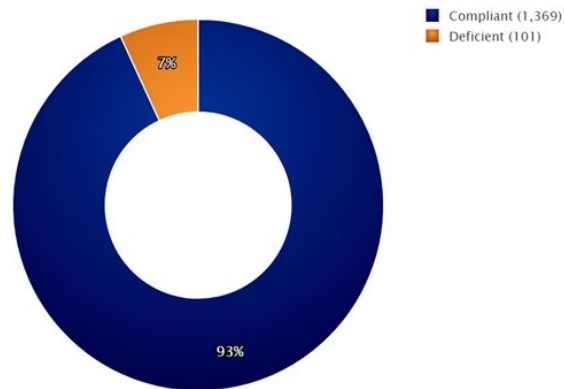
Fire/Investigation Responses: 3

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

Unmanned Aerial Vehicle (UAV) flights: 0

Brycer Compliance Engine Reporting for Fire Protection Systems:

Compliant vs. Deficient Systems



Deficiencies Opened and Closed by Month



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

We enjoyed spending time with all of the crews during this month's 20s Drills, where we were able to provide details on how to use the new ventilation prop. The prop is a game changer for us relating to ventilation skills, and we are excited to let the crews practice their vertical ventilation work. We were able to build a shed near the prop that will store everything you need for ventilation training including replacement wood, tools for resheating, and prop accessories. Keys for the shed are in the FTC key box near the gate. For now, please use the wood that is stored under the prop before using anything in the shed. You'll also notice that the port-a-potty was moved to allow the shed to be built. Please let us know if you have any questions or needs with the new prop and have fun!

Congratulations to all of the members who participated in the Acting Lieutenant process! We have been conducting follow-up meetings with each of the participants and will be able to release the ALT School schedule soon. The sessions are open to all department members and signup information will be provided with the schedule. Also, thank you to the department members who helped design and evaluate the process.

Department Training: Towards the end of the month, we also had our second hands-on session on standpipe fire operations at the Douglas County parking garage downtown. The final sessions of this standpipe training will happen in September. This month's EMS training was delivered by Zach Winters and was centered on protocol updates and changes. Finally, we had an incident command level training for our ABCs/BCs/DVCs which focused on the capabilities of DCSO's Incident Dispatch Team and considerations for active threat incident command.

Academy Update: Our eight newest members began their recruit academy at West Metro early in August. Joining them is Lt. Steve Patik, who is serving as their chain of command and a lead instructor for the academy. So far, they've been working on learning the basics of firefighter skills, and their graduation date is in mid-December.

New Certifications: Congratulations to the following members on completing all requirements for certification: Fire Officer 2: BC Cameron Nelson, Live Fire Instructor In-Charge: Captain Jeff Hood, STO Adam Gallegos, FF Kevin Reed, and FF Wendy Spronk.

Special Operations Training: The TRT conducted rope training at the tower, focusing on rappelling, rope ascension, and other rope rescue skills. Work continues on the TRT task books, and we are expecting these to be rolled to team members by Lt. Clay Kallweit in the next month or two.

August department-wide training hours: 1,992.

We are currently working on the following projects:

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



Vent prop training



Vent prop training



Rope training



Rope training

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary:

The month of August was full of activity in the Logistics Division. With the recent weather events, we again experienced a wash out of the Canvas site into the parking lot and driveway at Station 152. Due to this happening for a third time now, we have been working together with Stormwater, Development Services and the Fire & Life Safety Division for a permanent solution to this issue. We have had several meetings with all parties.



The brush truck chassis was delivered to Heiman Fire Equipment in Sioux Falls, SD for the build of Brush 156. Osage Ambulance has received a chassis for one ambulance build; they are eager to start the build as we are a year behind on this project due to chassis delivery issues from Dodge and Ford. We also worked with Curtis and Eagle Air on the completion of the air/light trailer we had ordered last year. It is slated to be completed and tested by the end of August, after which I would then pick it up in Greensboro, North Carolina. I will receive in-service training from the factory and bring it home to train the members.

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. 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 4th we hosted a test to vet out the changes that were made. This included new lapel mic cords and firmware updates as per Motorola's direction. We held the test with the same crew as before to keep as much consistency as possible, and it seemed to be a success. We will now be working with DCSO radio techs to get the cords installed and updates completed before attempting to turn the Bluetooth back on.

LEST Tad 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 August, we continued the use of the electronic uniform request process. Since it went live, we have fielded and fulfilled or ordered items based on 55 requests. Also, in order to make the items available in a more timely and organized manner, a package locker has been installed at the PSTF south lobby. This allows members to be notified when and where the requested items are available. This delivery method has been successful.

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 August include Units 221, 155, 080,

082, 116, 140, 188, 281, 88, 107, 123 and Unit 125. Ben has worked extensively this month on aerial issues; he continued to work on Unit 125 as time allowed as he also was working on other units. Unit 080 experienced some emissions issues that required Detroit Diesel's assistance, and the DPF/SOC to be removed and sent out for cleaning. Ben also coordinated with Town Shops on repairs to Medic Unit 106, which lost a turbo, and with MHC on clutch replacement on Brush 159.

Other division news includes, hosting IKON Fire and the Rosenbauer RTX electric fire engine. Members of the Fire Apparatus Team and Executive Staff were invited to participate in this event. We had the truck for a full day along with sales and factory representatives. We were able to look at it, poke it with a stick, drive it and pump it. Additionally, two members of the apparatus team traveled to Pierce in Appleton, WI where a show and tell was held by Pierce for their Volterra electric engine platform. The Apparatus Team looks forward to a report from those members on what they learned. As these platforms continue to evolve and regulations continue to make the diesel emissions more and more complicated, these electric/hybrid platforms will likely be in our future.

Division Project Report

Facilities projects
R&D Team projects
Station 154 / 155 paint door and bollard
Station 156 Apparatus
Eagle air/Light trailer

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



Pierce Volterra Diesel/Electric Hybrid Engine



Rosenbauer RTX Electric Engine

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In August, I attended several meetings and conferences related to data, data analysis, and accreditation. First was a meeting with the National Fire Protection Association (NFPA) and a review of the proposed standard for Fire and Emergency Services Data Analyst, GIS Analyst, Business Analyst, and Data and Analytics Managers (NFPA 1022 Standard for Fire and Emergency Services Analyst Professional Qualifications). At this meeting, we addressed public comments and feedback from the NFPA Correlating Committee. This resulted in a significant rewrite of the proposed standard. The second draft is currently being reviewed and additional edits made. The 1022 Team's goal is to have the standard approved for the next NFPA ballot in November and published in June 2024. You can find more information about [NFPA 1022 by following this link.](#)

Second, I attended the International Association of Fire Chiefs (IAFC) Fire Data Analysis Working Group held in conjunction with Fire Rescue International. The data analysis working group was well attended, with over 70 people attending, representing a wide variety of agencies and roles. The primary goal of the data group is to foster a peer-to-peer network of analysts to advance the practice of fire data analysis. A couple of items the group will be looking at are: how to improve data interoperability; leveraging data, analytics, and technology to support planning, operations, and decision-making; increasing access to fire data analytics training; and sharing of best practices.

Lastly, I attended the Center for Public Safety Excellence's (CPSE) Summer Symposium and Commission on Fire Accreditation International (CFAI) hearings. I would like to congratulate all the agencies that received accredited status, specifically our Colorado partners at Buckley Space Force Base Fire and Emergency Services, Denver Fire Department, Loveland Fire and Rescue Authority, and Pueblo Fire Department, all of whom received accredited status. As of this hearing, there are 20 Internationally Accredited agencies in Colorado, with another 10 agencies pursuing accreditation through CFAI. As part of this symposium, FF/PM and Assistant AM Spronk completed the Peer Assessor program and will hopefully receive her first assignment. I also attended meetings regarding the development of the 11th edition of the Self-Assessment Model, now known as the Quality Improvement for the Fire and Emergency Services.

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. One challenge we've run into with our legacy RMS data is that there is no direct export to tie personnel, assigned apparatus, and incidents together. We are working with DoIT to develop a SQL query and hope to have that data set in two or three weeks.

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

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