

# Annual Report 2019

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***CASTLE ROCK FIRE AND  
RESCUE DEPARTMENT***





# ***CASTLE ROCK FIRE AND RESCUE DEPARTMENT***

## ***2019 ANNUAL REPORT***



*Castle Rock Fire and Rescue Department's Vision, Mission, and Values are the foundation for everything from day-to-day operations to strategic planning.*

### **Vision:**

*To be the best at providing emergency and prevention services*

### **Mission:**

*High customer satisfaction through quality preparation and excellent service*

### **Values: S.H.I.E.L.D.S**

**Strength**

**Honor**

**Integrity**

**Excellence**

**Leadership**

**Dedication**

**Service**

*For more information about the Castle Rock Fire and Rescue Department, our Strategic Plan, Standards of Cover, and Master Plan, please visit us at <http://crgov.com/fire>.*



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### **Message from the Fire Chief**

On behalf of all of the members of the Castle Rock Fire and Rescue Department, I am honored to present the 2019 Annual Report to the community! While the department experienced numerous challenges in 2019, we continued to provide a high level of service to the community as evidenced in the following pages.



Our community continues to rapidly grow, and as such, it remains imperative that we are positioned to not only deal with this growth, but also ensure that our level of service is not diminished. This report serves as a testament to how involved we were in the community, and how our continued, positive changes directly impacted the level of service we provide to Castle Rock.

None of what you are about to read would have been possible without the continued support we receive from our Town Council, associated Town departments and staff, and the residents of the Town. We are also thankful for our numerous external partnerships, including our neighboring fire and rescue departments, our law enforcement partners, Douglas County, and the State of Colorado. All of these entities helped contribute to our success.

Our focus remains centered on our Vision, "To be the best at providing emergency and prevention services", and Mission, "High customer satisfaction through quality preparation and excellent service". When coupled with the Town's Values of "Excellence, Dedication, and Service", we have a very clear roadmap of what we need to do and how we need to perform. Every member of our department is committed to ensuring our success as we strive to meet these goals.

I would be remiss to not recognize all of the members of the department that provide outstanding service to the residents and visitors of our community day in and day out. The team that we have assembled is deeply committed to providing service to this community, and I could not be more proud of each and every one of them for their excellence, dedication, and service to our community as a whole. I thank them for their commitment.

In closing, I hope you find this report useful and informative. I encourage all of you to never hesitate to reach out and contact us, whether it be for an emergency, a business inspection, a public education event, or some other need. We provide many services, and we're here for you.

Norris

A handwritten signature in black ink, appearing to read "Norris".



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### **Administration Division**

While there were numerous projects that were addressed in 2019, the largest project was beginning the construction of the Public Safety Training Facility (PSTF) North Building. Located adjacent to the Fire Training Center and the PSTF South building, this facility will be used by both Fire and Police with classroom space that can be divided or used as one large classroom as well as an indoor, open training area for practical training. We anticipate this facility will be completed and become operational in the spring of 2020.

The department had two significant promotions last year, one due to a vacancy and one due to a new position. Oren Bersagel-Briese was promoted to Division Chief of Training following the departure of the previous training chief, and James Gile was promoted to Division Chief of Logistics, a new position that was created to manage our fleet, facilities, equipment, communications system, and information systems.

As a result of Chief Gile's promotion, we were able to hire Ben Jennings as our Sr. Emergency Vehicle Technician (EVT). Ben's primary responsibility is to maintain our fleet of vehicles and came to us from South Metro Fire where he was an EVT in their fleet operations.

After a couple of years of personnel vacancies, the Life Safety Division was finally fully staffed. We hired Nathaniel "Nat" Howe, Joseph "Buzz" Sutherland, and Kevin "Sully" Sullivan as Fire Prevention Officers (FPOs). With this hiring, the department decided to explore an alternative work schedule to try and improve FPO coverage by placing them on the same schedule as the firefighters. Each one was assigned to a shift working the 48/96 schedule, which provides a dedicated FPO 24/7 to not only assist the Operations Division but also provide an immediate response to any life safety concerns.



In 2019, we combined our Honor Guard and Pipes and Drums into a new Ceremonial Unit. Our Honor Guard members are regularly requested to assist with not only participation, but also coordination in many events at the local, regional, and state level. The Pipes and Drums has become very involved with other local and state pipes and drums groups, they performed at numerous

events, and marched in the Douglas County Fair Parade. With our Honor Guard leading the way, this was the first time a pipes and drums unit has been in the parade. One member,



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Adam Gallegos, also had the distinct opportunity to travel with a group to Europe to commemorate the 75th anniversary of D-Day.

### **Emergency Management:**

This past year, the Town adopted the updated Emergency Operations Plan (EOP) and purchased new equipment for the Emergency Operations Center (EOC). The department changed its philosophy of the EOC from a static, fixed location to one that is more dynamic and able to deploy to anywhere within the Town to support large-scale or expanding incidents.

Emergency Management is based on partnerships and relationships. In 2019, Chief Rollins continued work with the Denver Urban Area Security Initiative (UASI), North Central All-Hazard Region (NCR) as well as maintain the Town's close partnership with the Douglas County Office of Emergency Management. Through this partnership, Chief Rollins responded to the Douglas County EOC in support of five incidents.

The March blizzard, also known as the "bomb cyclone", proved to be a very challenging event. CRFD successfully managed multiple incidents occurring simultaneously including, a large motor vehicle crash in a neighboring jurisdiction, helping rescue hundreds of stranded motorists from the highways with our Tracked Rescue Vehicle (TRV), and opening up the Miller Activity Center (MAC) as a temporary shelter for these rescued motorists. Our personnel worked hand-in-hand with our fire, law enforcement, emergency management, Town, and County partners to provide an excellent response in very poor conditions. All of the personnel that worked through this event were presented with a Unit Citation Award for their efforts, dedication, and service.

### **Accreditation:**

As one of 270 Internationally Accredited Agencies through the Commission on Fire Accreditation International (CFAI), we strive for continuous improvement in every division, program, and service delivered. Additionally, we support our members in their personal and professional development.

In 2019, CRFD members participated in four CFAI site visits across the nation. These site visits are to evaluate fire departments striving for CFAI Accreditation, make recommendations to the agency for continued improvement, and provide a recommendation to CFAI for accredited or deferred status. Additionally, one member was selected to help draft CFAI's next edition of the Fire and Emergency Services Self-Assessment Manual, one of the two guiding documents for the accreditation process.





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Internationally, there are a total of 2,411 credentialed officers through the Center for Public Safety Excellence's Commission on Professional Credentialing (CPC). CRFD has 9 members holding at least one professional credential through CPC.



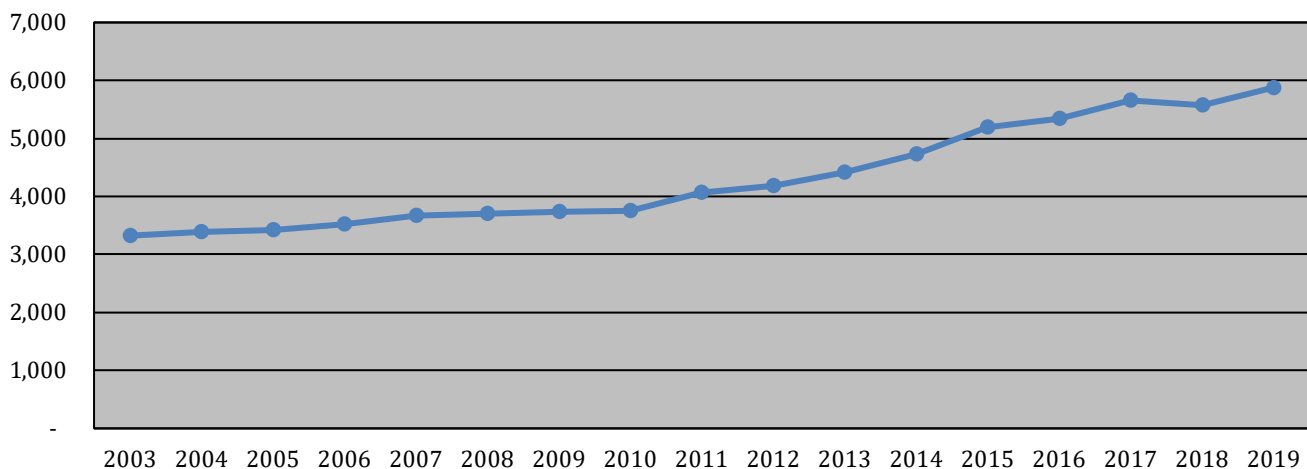
Commission on  
Professional  
Credentialing

Credentialed Officers	CRFD	Internationally
Chief Fire Officer (CFO)	3	1,442
Chief EMS Officer (CEMSO)	1	152
Chief Training Officer (CTO)	0	141
Fire Marshal	0	169
Fire Officer (FO)	6	507

### 2019 Performance and Compliance

CRFD responded to 5,876 calls for service in 2019, an increase of 5.4% from 2018. Depending on the type or complexity of an incident, multiple apparatus may respond. In 2019, the 5,876 incidents required 12,516 apparatus responses, an increase of 455 responses or 3.8%

Annual Calls for Service



CRFD reports several performance metrics on a monthly, quarterly and annual basis. The table below highlights a few of those metrics. CRFD reports performance in two ways: the 90th % and compliance to a benchmark. The 90th % is the department performance 90 percent of the time, with only 10% of its performance exceeding that measurement. This is a much better indicator of performance than an average. Percent compliance is simply the percent of the time the department met its benchmark or goal.



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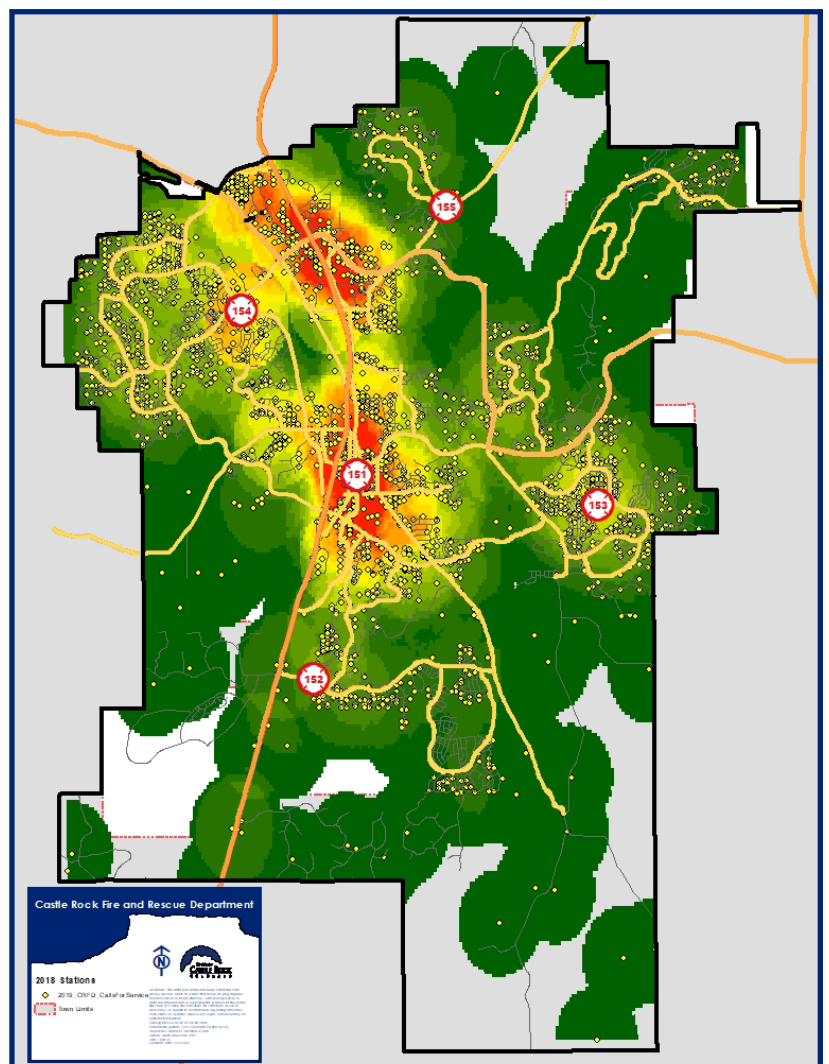


As you can see below, the department improved its response time, but still has work to do in meeting the benchmarks.

2019	90 <sup>th</sup> %	Change	Benchmark
Call Processing	1:32	-0:03 -3.2%	1:00 76%
Turnout Time	1:49	-0:04 -3.5%	1:38 83%
1 <sup>st</sup> Due Total Response Time	8:10	-0:10 -2.0%	7:10 79%
Effective Response Force: EMS	10:00	-0:40 -6.3%	8:10 83%

- Call Processing: time from receipt of call in the 911 center to dispatching of units
- Turnout Time: time from dispatching of units to units en-route
- 1st Due Total Response Time: time from receipt of call to arrival of the 1st unit on-scene
- Effective Response Force EMS: time from receipt of call to the arrival of both a medic unit and fire truck

The map to the right shows the distribution of all calls for service in 2019. The more concentrated the call density, the color changes from green to red. As seen, the highest call density is the Downtown area of Castle Rock around Station 151, followed by the Founders Parkway, Outlet Mall, and Promenade retail areas between Stations 154 and 155.





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### **Life Safety Division**

#### **Fire Marshal Narrative**

In 2019, we saw continued growth in the commercial and residential business sectors with new construction as well as tenant finish and remodels of existing buildings. This left very few commercial vacancies throughout the district. This is a great problem to have. However, trying to maintain the existing workload and adjust for the increases has proven to be very challenging, a challenge that we took head-on by putting the three Fire Prevention Officers (FPO) on the same schedule as the Operations Division. This allows the FPO to provide immediate support on critical incidents as well as responding to life safety issues and assisting with problematic alarms. Additionally, the new schedule allows extended inspection hours. We continue to look to the future and how to maintain the current level of service as the community continues to grow. We are also working to identify objective trigger points to add staffing to maintain sustainable workloads while ensuring the highest possible customer service experience.

#### **Existing Business Inspections:**

For 2019, existing business inspections took on a very different meaning to this division. At the end of 2018, we recorded a total of 2,108 occupancies. However, knowing that we did not have this many buildings in the Town, we began looking at the buildings and their tenants. Having no dedicated fire inspectors to take on this task, it was added to the multitude of tasks we ask of the FPOs and Inspectors. We were fortunate to have several people temporarily assigned to the Life Safety Division who were able to assist in gathering information to update our database. While they were not certified to complete inspections, they were able to gather information vital to updating the database. Throughout 2019, the Division completed 401 primary inspections, a 16% decrease from 2018. However, based on a decrease in inspection personnel, this was an increase in inspections per person. There was a total of 651 follow-up inspections to verify that the corrections were completed and the inspection could be closed out as completed. Approximately eight months last year, we were down to three members that were certified to perform inspections.

#### **Fire/Life Safety Education:**

Fire/Life Safety Education is an important part of public safety. This can range from instructing a group of preschoolers on what to do in case their clothing catches fire or a group of independent seniors on the important aspects of home cooking. In January of 2019, we received approval to reclassify one of our part-time educators to a full-time position. This was quite a substantial step as it allowed for some of the programs that were being delivered occasionally to being able to be delivered as needed. All of the Fire/Life Safety Educators are trained as Youth Firesetter





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Interventionists allowing them to intervene with at-risk youth that have been identified by our fire investigators or other law enforcement entities. The Youth Firesetter program works to turn the attention away from this destructive behavior toward something creative. Although there has not been an increase in the number of at-risk individuals, there still are about 10 to 12 a year. Some only require minimal engagement, while others require a more comprehensive approach.

We continued our community-focused programs: Safer Senior, Healthy Risks, Cardiopulmonary Resuscitation (CPR), and First Aid classes. More ideas for programs are always streaming in for the educators to look at and present in the future.

### **Inspections/Plan Reviews:**

2019 provided some significant challenges in the area of inspections and plan reviews. The year started with three members able to complete plan reviews - the Fire Marshal, Deputy Fire Marshal, and one FPO. However, in early 2019, staffing decreased leaving just the Fire Marshal and Deputy Fire Marshal. The department held several hiring processes and was finally able to hire three FPOs to bring the Division back to full staffing for the first time in 18 months. Currently, the newest members of the team are coming up to speed quickly on many aspects of this job, but teaching plan review takes time. Even with its staffing issue, the Life Safety Division prides itself on "high customer satisfaction" and was able to complete :

- 1,375 plan reviews were completed requiring 1,106 staff-hours, with an average plan review time of five days.
- 542 reviews were completed on the same day they were submitted.
- All new building and tenant improvement reviews were completed in under 10 days, with an average review of 3.1 days.
- 1,637 construction site inspections were completed, totaling more than 1,178 hours of personnel time. The Life Safety Division prides itself on meeting with contractors on construction projects, at a minimum of every other week if not more often, to develop a positive working relationship towards success through the project.





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### **Fire and HAZMAT Investigations:**

One of the areas that the Division is tasked with is completing fire, arson, hazardous material releases, and explosion investigations. Additionally, the Division manages, coordinates, and permits all Town of Castle Rock fireworks displays as well as licensing all fireworks sales within the Town. Over the past year, the bureau staff had 131 investigations of some sort, consisting of more than 179.95 hours of staff time.

### **Special Programs – Unmanned Aerial Vehicles (UAV):**

Throughout 2019, several departments within the Town and County used this program extensively. The UAV's were requested to assist in motor vehicle crash investigations on Town, County, and State roads. Additionally, due to the elevated point of view and thermal imaging capability, the UAVs are frequently requested during searches for lost persons. The Division currently has five FAA-licensed pilots and nine UAV's with different flight times and payload capabilities. The Division meets and follows all FAA guidelines every time a UAV is launched and all flight data is maintained.





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### **Logistics Division**

In 2019 to help better serve the department, its members, and the community, CRFD created a new division to centralize the management of its apparatus fleet, uniforms, personal protective equipment (PPE), station supplies, and coordinate with other Town of Castle Rock departments for information technology (IT) and facilities support. The Logistics Division officially began operations on July 15, 2019 with the promotion of James Gile to Division Chief. As the division moved forward, goals and priorities were identified to better serve the department and in turn, the members of the communities we protect. With the adoption of the 2020 – 2024 Strategic Plan, the Logistics Division holds three of the six strategic goals.



- Strategic Goal #2: Plan and implementation of Fleet Services and Logistics Facility Plan
- Strategic Goal #4: Review and update software and hardware technologies
- Strategic Goal #6: Equip all facilities to minimize return to service times and provide for the ongoing health and wellness of department members

Projects that the Logistics Division is / has been involved with during 2019 included, but were not limited to, hiring Sr. Emergency Vehicle Technician (EVT) Ben Jennings, PSTF North building construction, and receiving, testing, and placing-in-service two new fire engines for Stations 152 and 154. Additionally, the division developed the specifications for and placed in-service new vehicles for the Deputy Chief and Fire Prevention Officer. The Division completed specifications and attended a pre-construction meeting for the department's next medic unit, expected in the spring of 2020.





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Division Chief Gile assisted with planning and instruction at the Annual Colorado Fire Mechanics Academy. The 2019 academy was held at Aims Community College, Public Safety Training Campus in Greeley, Co. This annual academy gives EVT's in Colorado and surrounding states affordable training and instruction on requirements of the National Fire Protection Association (NFPA) and certification of apparatus mechanics to appropriate levels based on industry standards. This also affords many smaller departments that do not have their own fleet services the opportunity to pump-test their apparatus as per NFPA standards.

The Logistics Division was also able to assist Florissant Fire Department, a small volunteer department to the west of Colorado Springs, with the donation of some older tools that CRFD was no longer using. This helped them to outfit a 2004 fire engine that they had recently purchased from the Town.





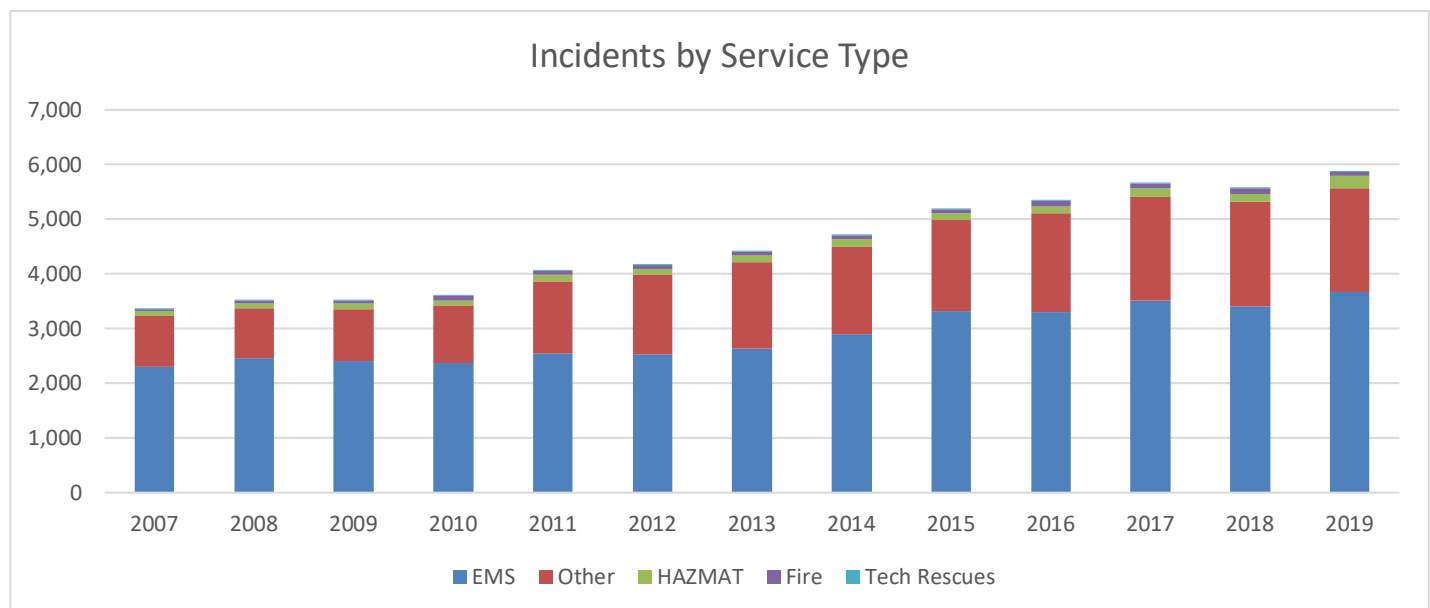
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### Operations Division

This past year brought continued growth to the Operations Division. Overall, our call volume increased approximately five percent over 2018, responding to 5,876 calls last year. As the community continues to grow, we anticipate our call volume will continue to increase. Our busiest areas continue to be in the Downtown area, the Founders Parkway retail area, and The Meadows. Emergency medical calls (EMS) continue to make up the majority of our responses, roughly 62%. Responses to fires continued to remain low, about 1% of the overall calls for service. However, in 2019, the department saved over 1.5 million dollars in property. Thankfully, we had no civilian injuries or fatalities on our fire-based calls in 2019.



We had three members attend paramedic school to maintain our authorized staffing levels and ensure we always have at least one paramedic on every apparatus every day.



We also had four new recruits successfully complete their academy and are now on shift and responding on calls. These four new members were hired to fill vacancies created by retirements and members moving to other departments. We also started a new initiative with the Life Safety Division where we now have an inspector/investigator assigned to each shift that are able to respond in a timelier manner on calls where their expertise is needed. This program started in October, and so far has proven to be valuable.



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Thanks, once again to Town Council, Town Staff, and our community. We took possession of two new engines in 2019. They are assigned to Station 154 in the Meadows and Station 152 in Crystal Valley. We had a formal ceremony in June for each truck to be dedicated and officially placed in service. There was great community attendance at each of these events, which is always appreciated. With these purchases, all of our engines are now from the same manufacturer and it has made all of the trucks more similar in the way we have them set up.



We continue to be extremely proud of our cardiac arrest save rate. In 2019, our save rate was 20 percent, which continues to exceed the national average of roughly 8 percent. We have seen our cardiac save rate above the national average for the past nine years.



Citizens who have taken our community CPR classes play a very important role in this success. They are the first link in a chain of success, and we thank them for taking the time to help in saving a life!

In 2019, we also continued our involvement in the Douglas County Mental Health Initiative, Community Response Team (CRT) Program. Through this program, we work with our law enforcement partners within the Town and the County, as well as mental health clinicians, to ensure that patients can be transported in the appropriate manner to the appropriate facility, resulting in financial savings for the patients, the Town, and Douglas County. This program was recognized nationally last March for its innovation and cooperative efforts between numerous governmental agencies.

Our specialty teams also remained busy this past year. Members of the Wildland Team deployed twice, once in Colorado and then to California. Two of our members that are part of the Colorado Task Force One Urban Search and Rescue Team also deployed to the Atlantic Coast in support of Hurricane Dorian. These deployments increase CRFD's knowledge base and experience on large-scale incidents, better preparing us for incidents that may occur locally.





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### Training Division



*We exist so that the actions of the department provide the citizens of Castle Rock with their best possible outcome.*

The Training Division continues to provide and facilitate training in a wide variety of subjects, totaling 26,513 training hours in 2019. As an all-hazards department, it is the responsibility of the Training Division to ensure operational readiness in all capabilities. Each year, the CRFD trains in all services and disciplines provided to the citizens, including fire, EMS, wildland, hazmat, and technical rescue.

2019 Training Hours			
Subject	2018	2019	% Change
EMS Specific	2,612	2,746	+5.1%
Fire Specific	17,474	20,257	+15.9%
Operations/PT	3,049	3,510	+15.1%
Total Hours	23,135	26,513	+14.6%



2019 featured several learning opportunities for the department that have been rare in recent years. In July, crews were able to train extensively on four acquired structures in our downtown area, working through fire-based evolutions. Also, the department was able to reintroduce live-fire training in October,

facilitating scenarios for each crew in the organization. In addition to department lead trainings, the division worked with Black Hills Energy and the Thornton Fire Department to host very beneficial regional trainings.



In order to fill four vacancies, the Training Division conducted a hiring process where over 500 applicants applied for the positions. The department was able to hire four firefighters and put them through a fire academy in conjunction with the West Metro and Arvada Fire Protection Districts. In addition to the hiring process, the Training Division assisted with a Lieutenant promotional process, Acting Lieutenant process, and Acting Lieutenant Academy. The Division also updated the task books for the First Year Firefighter, Engineer, Acting Lieutenant, and Battalion Chief positions.



As construction continues on the PSTF North Building, the division was also able to complete a significant grounds update to the Fire Training Facility. This included a reorganization of on-site storage to maximize available space, cleaning of extra materials, and the construction of a weather shelter for crews to use while training.



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### *Castle Rock Fire and Rescue Stations*

#### **Station 151 – 300 Perry Street**

Station 151 is co-located with Fire Headquarters. The station is home to a medic unit, quint and the battalion chief. The station also cross-staffs a type-3 brush truck. Station staffing consists of one battalion chief, one lieutenant, one engineer, and a minimum of three firefighters (EMTs or paramedics).



#### **Station 152 – 485 Crystal Valley Parkway**



Station 152 is in Crystal Valley. It is home to an engine and cross-staffs a type-6 brush truck. Staffing consists of one lieutenant, one engineer, and a minimum of one firefighter, with at least one of the three being a paramedic.

#### **Station 153 – 5463 Sovereign Street**

Station 153 is located in Founders Village. The station is home to an engine and a medic unit. The station also cross-staffs a type-6 brush truck and hazardous materials unit. Station staffing consists of one lieutenant, one engineer, and a minimum of three firefighters (EMTs or paramedics).



#### **Station 154 – 3801 Prairie Hawk Drive**



Station 154 is located in The Meadows. The station is home to an engine and a medic unit. The station also cross-staffs a type-6 brush truck and technical rescue unit. Station staffing consists of one lieutenant, one engineer, and a minimum of three firefighters (EMTs or paramedics).

#### **Station 155 – 3833 Crowfoot Valley Road**

Station 155 is located on Crowfoot Valley Road, at the entrance of Sapphire Pointe. The station is home to a quint and cross-staffs a type-3 brush truck. Staffing consists of one lieutenant, one engineer, and a minimum of one firefighter, with at least one of the three being a paramedic.



#### **Public Safety Training Center**



The Public Safety Training Center (PSTC) is comprised of two facilities: the Public Safety Training Facility (PSTF), a shared office space for the Training Division, Logistics Division, and the Castle Rock Police Department; and the Fire Training Center (FTC), a five-story training tower with class-A burn rooms on the 1st, 2nd and 4th floors. Local partners frequently use the FTC for individual and joint training sessions to ensure continuity of operations between multiple departments.