

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

February 2024 Monthly Report

Department News: A few pictures from a structure fire.



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
February 2024 ...100%

Of the 16 customer survey cards we received in February, 16 had the highest overall rating of 5. Some of the comments we received were; *“They were wonderful in showing my husband how they treated me! I do not remember much but I remembered when they covered me and tucked me into the ambulance. Very gentle!”* Another read; *“The individuals treated our niece very well, keeping her calm and as comfortable as possible. We were very pleased with the timeliness and care!”* Another read; *“Took the time to grab anything they thought I might need from my car and were very responsive to my needs. Thank you.”*

Call Statistics:

For the month of February, we responded to 525 calls for service. Last year at this time, we responded to 493 calls. This places our year to date calls at 1,163, which is 133 more calls or 11.5% higher than last year. Average calls per day for the month were 19.3.

Of the 525 calls for service in February, 352 of the calls were for EMS. We had 284 patient contacts and transported 258 patients. This time last year, we had 251 transports.

Fire Calls:

During the month of February, we ran 10 fire calls compared to 12 in February 2023. We had 23 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	0	Transported to appropriate facility	0%
Stroke Alerts	8	Transported to appropriate facility	92%
STEMI Alerts	0	Transported to appropriate facility	0%
Sepsis Alerts	0	Transported to appropriate facility	0%

Correct treatment, destination, and procedures done 92%

Significant Incidents:

- **A Shift:** On February 20, Battalion 151, Bureau 154, Chief 151, Chief 157, Division Chief 151, Engine 152, Engine 153, Engine 154, Medic 151, Medic 153, Medic 154, Quint 151, Safety 151, and Training 151 responded to a residential structure fire with a fire victim reported in the basement on Sixth Street. Units arrived and immediately completed a victim rescue from the basement and provided ALS care including CPR. The fire was extinguished immediately post rescue, from a basement bedroom. The patient was transported emergent to Castle Rock Adventist ER and was pronounced as deceased at the ER. No firefighter injuries were sustained.
- On February 13, Quint 151, Quint 155, and Safety 151 responded to southbound I25 and mile marker 182 for a passenger vehicle fire. The vehicle collided with a hay bale, which got lodged inside the engine compartment, starting the fire. The fire was contained by Quint 155, and valuables were salvaged for the property owner.
- **B Shift:** On February 23, Battalion Chief 151, Chief 151, Safety 151, Brush 151, Brush 155 and Brush 154 responded to a large brush fire in Larkspur. The fire was approximately 153 acres.

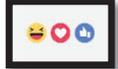
Life Safety Educators:

In February, we continued to have numerous scheduled events and contacted 760 citizens through 9 public education events, (639 of which were children), and numerous other contacts through unscheduled events at the stations.

A synopsis of events that occurred this month include:

- February was American Heart Awareness Month. With this, we partnered with CRPD and Town Communications for a messaging campaign around Heart Month. This involved creation of an informational video with heart health education from CRFD and CRPD, messaging throughout the month and more. The video had over 500 views throughout the month.
- CRPD and CRFD hosted a Hot Cocoa for American Heart Awareness Month event at Festival Park, where citizens were encouraged to come meet first responders and learn about the PulsePoint app. This 2-hour event allowed CRFD to connect with 45 community members.
- 18 members from a local house of worship participated in a Hands Only CPR and Stop the Bleed training.
- 10 residents completed a Hands Only CPR class.
- There were two career fairs where FLSE Sanderlin represented the department.
- FLSE Sanderlin did a wildland preparedness presentation to the local Kiwanis Club and Rotary Club.
- FLSE Duncan worked with a Girl Scout Troop for a station tour.
- There were also several unscheduled public visits at the stations.
- There were 18 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 January 2024 (reporting is one month in arrears), 1,049 users were following CRFD on the PulsePoint app. There were 5,092 Monthly Active Users (MAU). MAUs represent individuals actively following CRFD on the app during the reported month.

CRFD Facebook October 2023	
	4,000 Followers
	1,122 Likes and Reactions
	5,300 Page Views
	2,175 Post Engagements

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

Deputy Chief Commentary:

We have a 11.5% increase in calls for service over this time last year. There has been an overall increase in the majority of all of our call types.

We tragically had a residential structure fire that resulted in one person perishing. The cause of the fire remains under investigation. Crews did an outstanding job effecting a search, and removing the victim as rapidly as possible, so all possible life saving care could be attempted, as well as extinguishing the fire.

We've also seen an increase in wildland fires this past month due to increasing temperatures and chinook winds. We assisted Larkspur Fire on an approximately 153-acre fire.

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

Our compliance rate with the state for our EMS data submission saw a decrease. In investigating this, we found that this was partially due to a bug in the state's system, and our team members reports not getting uploaded in the maximum amount of time allowed. This was addressed with officers at our meeting held in February.

Work continues at a steady pace implementing policy and protocols and for the state Naloxone Project during our ongoing monthly meetings.

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 February, members were involved in physical fitness for a total of 348.25 hours. All medical physicals have been completed. Annual physical fitness assessments for all members continue and will be completed by May 1st.

Promoting Heart Month with Castle Rock Police Dept.



Awaiting the opening at one of the career fairs

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Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

An Owner's Representative was selected last month to begin the Station 156 construction process. The successful bidder was Dunakilly Management Group, which is the same company we used for the Station 152 construction project. The contract is in the process of being finalized, and once on board, we will begin working with them on a construction budget, more refined timeline, and developing an RFP for an architect. Much more to come as we move forward with this project.

We signed a contract to perform wildland mitigation on the town-owned property in the Timber Canyon subdivision. This area is approximately 14 acres in some pretty rugged terrain, and needs mitigation due to its proximity to the homes in Timber Canyon. This is part of our ongoing effort to address areas that were identified as Very High risk in our CWPP. Work was expected to begin late February with an expected completion date in March or April, but weather, again, played a factor into the start date. Weather dependent, work should now start in early March, and hopefully, April is still a realistic completion date.

The Town's sales tax revenue only grew at 2.8% last year, well below our initial projection of 6% and a mid-year revision of 3%. As a result, we expect that 2024 sales tax revenue will also be lower than projected, and we will not be able to meet our projections for the 5-year balanced financial plan.

What does this mean for the department? 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. Going forward, we may not get additional positions that have been requested, we may have to delay some purchases and apparatus replacements, and we may be asked to try and reduce our budget where we can. At this time, nothing is set in stone, but we need to be prepared for this reality. We did it before during the recession, and we came out of that relatively successful, so I'm confident we can do this again if needed.

Fire Chief Commentary:

We advertised internally for the Deputy Fire Chief position to fill the vacancy that will be caused by Deputy Chief Martin's retirement in July. Division Chief Oren Bersagel-Briese was selected to fill this role effective May 1. This will allow approximately two months of transition time with Deputy Chief Martin so that we hopefully have a seamless transition. Congratulations Oren!

As a result of Oren's pending promotion, this will leave a vacancy in the Division Chief of Training position. We will be working to determine how to fill this position as well as a time frame so as to minimize the impact to training.

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.

We had another meeting with South Metro Fire, the developers of the Canyons North project, and the City of Castle Pines to determine a location for a future fire station in this development. The southern half of the development is in the Castle Rock Fire Protection District with the remainder in South Metro. After reviewing potential station sites, the decision was made to further explore sites in South Metro's district due to distances, response times, and site development issues. The entire development is in the City of Castle Pines, and it is located immediately east of Sapphire Point and will be able to be accessed from Crowfoot Valley Road.

Finally, I attended the funeral for Joe Procopio, Commander, USN (ret.) and former Councilmember/Mayor Pro Tem. Councilmember Procopio was a decorated veteran, dedicated public servant, and the consummate professional. The department had numerous interactions with Joe, and he even joked that after his stroke, we had a GPS chip put in so that we could monitor his location and condition. He will be greatly missed!

Fire and Life Safety Division:

Division Chief Bart Chambers



Division Chief Commentary

February was a productive and busy month for the Fire and Life Safety Division. We conducted interviews for the Fire Plans Examiner position and have offered a candidate the position. The candidate brings a depth of knowledge and the required skill set for this position. Inspections and investigations have also been increasing, and we are looking to better serve our community in the needs for fire and life safety inspections on established businesses and facilities as well as our increased workload on new commercial inspections.

Staff has been excited with the upcoming training courses they will be attending at the National Fire Academy as well as Fire Investigation classes to fine tune their respective skill sets.

On February 20, we responded to a residential structure fire with a fatality. The investigators worked with CRPD on this incident, and the cause of the fire is still under investigation.

We also are working with Safebuilt to finalize a contract for plan review assistance due to our increased workload on plan submittals from the Town and County. We are hopeful with the onboarding of the new Fire Plans Examiner that this will be an infrequent utilization to ensure better customer service without compromise for fire and life safety requirements.

In our ongoing move to establish Stripe within the Fire and Life Safety Division, we have gotten approval from IT and the accounting division to move forward with this project. We are waiting on a response for the Stripe Software invoicing company on an amendment from legal to the terms and conditions agreement. We anticipate no issues and are hoping we will be using this new tool soon.

Thanks to Debbie and Lori for assisting in payment processing for the division. Their assistance has reduced the administrative time the FPO's spend in the office and allows them to conduct required and needed fire and life safety inspections.

Thanks to FF Pete Jones for assisting in transferring archived data from ER to Image Trend. He has spent numerous hours inputting this information. This is advancing the ability to move completely out of ER as ER will no longer be in service by the end of the year. This is a massive undertaking and having Pete do this for us is extraordinarily helpful in moving the division forward.

We have also moved forward with amending our agreement with Brycer to have a cost share, where we will be obtaining fees from Brycer back to the department for businesses needing to comply with maintaining their fire protection systems, alarms and extinguishers.

Division Fire/Law Enforcement Training: The Fire and Life Safety Division conducted 42 hours of training for the month of February.

Inspections: 114 Construction, 27 Business Inspections.

Plan Reviews: 104 Plan reviews **Permits Issued:** 30

Complaints: 2 **Citations:** 2 **CWPP contact hours:** 4

CORA Requests: 5 **Fire Prevention Customer Inquiries:** 72

Fire/Investigation Responses: 1 Fire fatality investigation, 5 Responses and 2 follow-ups

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

Plan reviews fees: \$7,370.34

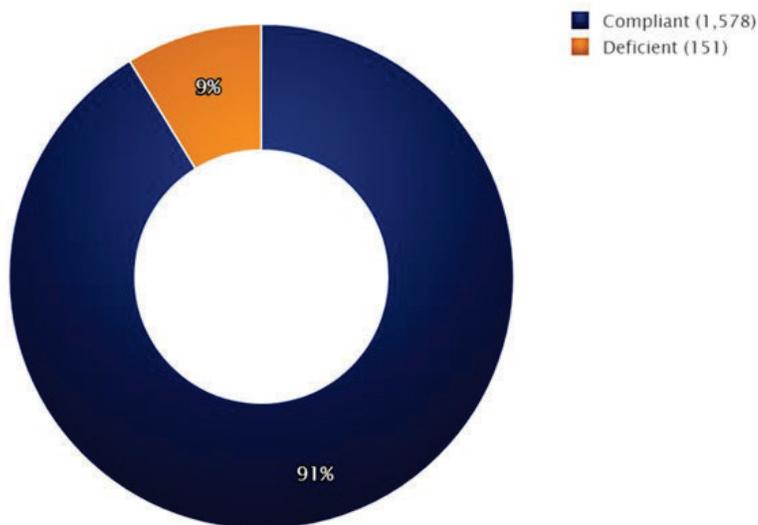
ETrakit fees: \$8,871

Other Fire and Life Safety fees collected: \$3,509.66

TOTAL fees received: \$19,661

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

Compliant vs. Deficient Systems



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

February proved to be a great example of the growth and commitment of our internal EMS education abilities. We have a great group of core EMS educators and have been working with them to ensure that we are capable of providing necessary and quality training for the membership. This month, some of those instructors taught our annual ACLS and PEPP refreshers for our Paramedics, and FF Derington taught our entire department call reviews and protocol updates. Thank you to everyone who helped teach these critical classes!

Department Training: There were several other department-wide trainings this month, including the completion of the new gas monitor in-service, some SimsUShare evolutions, an ImageTrend Elite/Slate update with the BCs/ABCs, and fire alarm response considerations taught by members of the FLSD.

STOs: As we made our way through the first full month of the STOs being in-service, they have been working on shift training and response integration, facilitating company-level drills, and working with the acting STOs to bring them up to speed on the program. The STOs also spent a lot of time teaching new dispatchers at the DCSO Dispatcher Academy as we find more ways to help their new members understand what we do and what we need on the street. A STO and BC also met with the Fountain Fire Department as they researched vehicle platforms for upcoming apparatus orders for their department.

CMCB: Congratulations to Lt. Osborn for completing all of the steps to get his Fire Officer 2 certification! We also attended the CMCB board meeting, where we discussed some exciting collaboration opportunities including the creation of more shared online learning courses. Additionally, anyone who has a Chief Fire Officer credential, can submit that certification to be given a Fire Officer 3 certification through CMCB/ProBoard.

Special Operations Training: As Lt. Johnson transitions out of the extrication lead spot, we'd like to thank him for all of his leadership and work in getting our program to where it is today! From instruction to SOG development to tools to tactical guidance – his footprint will be on everything we do. We are also excited to begin working with Lt. Kelly as he assumes those responsibilities as our new discipline lead.

Division Happenings: Congratulations to everyone who participated in the AENG process! We are planning for the upcoming AENG Academy and the subsequent task book process. The division is also in the middle of a reorganization of the files that we store on Vector Solutions – including how we access department-specific how-to videos. More information will be shared once it is up and running.

Hiring Processes: We are working to fill a Fire Plans Examiner position for the FLSD, and conducted interviews near the end of the month. 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: 2,754

We are currently working on the following projects:

AENG/ENG processes and class
Burn plan for July fireworks location

EMS training
CMCB



Hazmat team regional meetup



Safety 151 on a brush fire in Larkspur



Extrication training with new members



Early morning ladder training

Logistics Division:
Division Chief Jim Gile

Division Chief Commentary:

The department's new Logistics and Equipment Support Technician, Landon Brunk, started on February 7. Landon has jumped right in and has already made a difference by cleaning and organizing the logistics room at PSTF, the basement at Station 153 and has started some work on the mezzanine at Station 152. Please welcome Landon when you see him around. Below is a short bio and picture of Landon.

Raised in Colorado Springs, I've called Colorado home since I was one year old. During my childhood, I played many sports, with soccer being my main focus. In my early college years, I played soccer for UCCS. It was during this time that I discovered my passion for the fire service. I decided to follow that passion and earned an associate's degree in fire science technology from Pikes Peak State College. After finishing my degree, I was recruited and worked for the last decade as a dedicated general manager in the restaurant industry in a very busy and successful establishment, learning many different invaluable business, management, and people skills. In addition, I worked part-time in the forestry industry, specializing in mitigation of technical terrain and completing large-scale mitigation jobs across the Front Range. I've been happily married for eight years. My wife, a dedicated educator and a skilled realtor, shares my passion for making a difference in our community. Two years ago, we made the move to Sedalia, embracing the beauty of Colorado's landscapes and the opportunity for new adventures. I look forward to continuing to contribute to our community and pursuing new opportunities for growth and fulfillment as a part of Castle Rock Fire and Rescue."



Other activities by the Logistics Division included work on Special Ops equipment replacement, which included technical rescue equipment, ropes and collapse. We are also in the thick of information and quote gathering for portable and mobile radio replacements as was budgeted for 2024. In February, we also held our annual SCBA mask fit testing. This year, we again fit tested as you would operate on the fire ground with hood and helmet on, and all members tested passed with no issues. We had a scheduled day for each shift and were greatly assisted by our MSA C.A.R.E certified members, FF Morey, FF Voit and FF Petau. After our initial 3 days of testing, we were only lacking a handful of members and as of this report, only 3 members remained to be tested. We also have hose testing, fire extinguisher inspection, pump testing, and ground ladder testing on the calendar. Look for more info to come on these.

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 February include; Units 189, 221, 116, 178, 080, 082, 409, 408, 144, 102, 101, 106, 125, 141, 134, 140, 095, 107 and 155. He had a total of 155 hours charged to units, and I had an additional 10 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. Work in the shop continues on the new Air/Light 153 and new Medic 153-Unit 102 to get these up fitted and in service. Ben also continues to work on Quint 155 down at Station 152 which includes the challenge of hauling all of the parts and tools he needs.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for February are 5,245. Year to date is 10,972, and the total since we began the program is 273,477. 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



Fleet at PSTF South

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In February, Town Council reviewed and approved the 2024 update to the 2020-2024 Strategic Plan. This will be the last update to the current strategic plan, and the department will begin the strategic planning process for our next plan. The planning process will include external stakeholder meetings and surveys to understand our community's expectations of their fire and rescue department. We will also conduct at least one internal stakeholder session to review the community feedback, discuss where we, as a department, need to improve, where we see ourselves in five years, and what we need to do to get there.

The department sent three members (Chief Martin, FF/PM Spronk, and myself) to the CPSE conference at the end of the month. This year's conference was the largest CPSE conference to date with just over 1,000 attendees. There were several really good sessions, and the CFAI hearings, as always, were informative. The Commission's focus continues to be centered on health and wellness, fiscal planning, keeping pace with growth, and ensuring the accreditation process is engrained in department culture.

We ran into a few data challenges this month with ImageTrend. We are continuing to debug the data set and queries used to join the data file. Currently, the biggest challenge is joining the data for BA 151 in 2018 and 2019, representing roughly 90% of the errors. This is a critical error because we need the Battalion Chief to complete a number of our effective response force (ERF) calculations.

On the emergency management side of the house, the final draft of the updated EOP has been finalized and will go to council in March.

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

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