

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

September 2024 Monthly Report

Department News: A 3-person crew deployed to the Wapiti fire in Idaho.



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 Oren Bersagel-Briese

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
September 2024...100%

Of the 13 customer survey cards we received in September, all had the highest overall rating of 5. Some of the comments we received were; *"The team that responded was great! I have never had to use the services before but they were incredibly helpful, empathic & professional. Thank you!"* Another read; *"From dispatcher to responders – everyone helped me remain calm in a scary situation for me. Kind to ensure my animals were secure. Made me feel safe & calm. Thank you all!!!"*

Call Statistics:

For September, we responded to 568 calls for service. For the year, we have now responded to 5,280 calls, which is 343 more than at the same point in 2023. We averaged 18.9 calls per day for the month.

Of the 568 calls this month, 8 were fire-related, 24 were motor vehicle crashes, 77 were service in nature, 354 were EMS calls, 55 were good intent calls, 49 were alarms, and the remaining were miscellaneous. In September, we transported 263 patients to area hospitals, with 192 transported to Castle Rock, 57 to Sky Ridge, and 14 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 436 responses	E154 with 207 calls	M151 with 190 calls

For a more detailed breakdown of our operational data, [\[click here\]](#)

Report Key:	
BC = Battalion Chief	CH = Chief Officer
Q = Quint	SQ = Squad (rope and water rescue)
E = Engine	Sta = Station
M = Medic	SMFR = South Metro Fire and Rescue
SAFE = Safety and Training Officer	HR = Heavy Rescue

Significant Incidents:

A-Shift:

- Sept 4: BC151, E154, M154 responded to a cardiac arrest.
- Sept 11: BC151, CH153, SAFE151, BR151, BR152, BR154, E153, M151, M153 responded to a grass fire.

- Sept 22: E153, M153 responded to a cardiac arrest.
- Sept 23: BC151, E151, M151 responded to a cardiac arrest.
- Sept 28: BC151, SAFE151, E152, M151 responded to a cardiac arrest.

B-Shift:

- Sept 9: BC151, SAFE151, E154, M154 responded to a cardiac arrest.
- Sept 21: BC151, E153, M153 responded to a cardiac arrest.
- Sept 26: BC151, E154, M154 responded to a cardiac arrest.
- Sept 26: CH151, E154, M154 responded to a cardiac arrest.

C-Shift:

- Sept 6: BC151, E152, M151 responded to a cardiac arrest.
- Sept 12: BC151, E154, M154 responded to a cardiac arrest.

Deputy Chief Commentary:

As one of our members is in the hospital engaged in a serious medical fight, we are once again witness to how the CRFD family responds to, supports, and takes care of our own. It is one of the defining cultural characteristics of our department and something that brings us a great sense of pride. Over the past several months, several other members have also dealt with their own serious medical issues, and our ability to be there for each other in our moments of need is what separates us from other professions - and even from other fire departments. It's humbling to be part of a group of people that care so much for who we serve daily, but also will drop everything to take care of each other. Thank you for who you are.

Thank you to everyone who participated in the 20th annual Denver 9/11 Memorial Stair Climb! Between our team of climbers and those who helped with the event, we had about 20 members involved in the climb. A special shoutout to Sydney Kozel (Communications) for her assistance with the media and for helping tell the story of the day. The climb and the CRFD are interwoven, and CRFD continues to be central to the success of the Denver event and the national program.

Special Operations: Lt. Robberson is currently on deployment with the FEMA USAR CO-TF1 as part of the response efforts in the aftermath of Hurricane Helene. Our wildland crew was able to deploy to Idaho, where they spent two weeks assisting on the Wapiti Fire near Stanley. We are also working to update the in-district wildland response maps, and Lt. Kallweit will be rolling out the updates later this year.

Lt. Robberson and Eng. Norris led the department's effort to get our new special operations vehicle operationally ready. Collapse 155 is now in service, and we are working through some of the small projects that come with a new response vehicle.

EMS: Congratulations to Colin Stevens for being cleared to operate independently as a Paramedic; and congratulations to Lauren Wendland and Coby Petau for being accepted into Paramedic school! Lauren and Coby are slated to start their school in January. We are also working through the final pieces of ordering a fleet-wide cot and stair chair replacement purchase from Ferno.

Honor Guard: Color Guard and Pipe Band members participated at the annual IAFF Fallen Firefighter Memorial in Colorado Springs. Pipe Band members also participated as part of the Colorado Emerald Society's band at the Douglas County Community Foundation's Heroes Gala.

Lastly, several members took opportunities to assist other Colorado agencies in their hiring or promotional process this month. BC Morgenthaler, Capt. Hood, and Lt. Helle helped Larkspur Fire find a new training officer, and Lt. Robberson and Lt. Kunau helped Greeley Fire with their lieutenant assessment center.

We are currently working on the following projects:

- Station 156 design
- Upgrading our cardiac monitors
- Accreditation hiring process
- Training Chief promotional process
- SOG/Admin Directive updates

New collapse 155



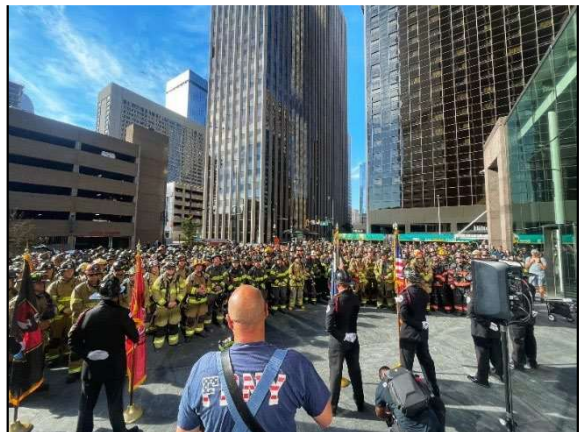
Semi-truck fire at Schmidt Construction



Fireworks standby for DCHS homecoming game



Denver 9/11 Memorial Stair Climb opening ceremony



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Work continues on Station 156 with the RS&H contract being approved by Council on September 3. We have since met with RS&H to begin the design phase, and will begin working on the rezone and replat of the property.

Wildland mitigation work on town-owned property finished with the goats at the Metzler Family Open Space and the Woodlands. We treated approx. 72 acres at Metzler and approx. 52 acres in the Woodlands.

Lt. Jay Allen requested a town-wide team meeting for those departments who have a vested interest in the Star. A number of items were addressed to include cameras and locations, power supply issues, flagpole issues, and Star integrity. CORE will be installing new power poles at the base of the Rock, and power supplies will be replaced and rerouted as needed. A structural engineer conducted an assessment on the Star itself, and verbally stated that there were no immediate concerns. We are waiting for the formal report to address any longer-term needs.

We continued to educate the public and community groups on the current staffing challenges we are experiencing. In conjunction with the Town Manager and CRPD, we met with the Economic Development Council in early September, continued education at the Council Open Houses, and we presented similar information to the attendees of Your Town Academy – Rescue.

Fire Chief Commentary:

The Department supported the Colorado Run for the Fallen that completed a pit stop at Station 152. We have done this for several years, and their team is very appreciative of our support. They presented the Department with a Run for the Fallen flag in recognition of our support.



I attended the FPPA Employer Summit, and was very pleased to hear of the continued efforts of FPPA. Overall, the plan is 101% funded, and FPPA continues to take steps to ensure the plan remains solid while also addressing additional benefits for our members and ways to address COLA increases.

The Employee Years of Service event was held at the amphitheater, and the following people were recognized for milestone events:

- Cameron Nelson – 25 years
- Lori Kania – 20 years
- Mark Ryan – 20 years
- Debbie Stanley – 20 years
- Eric Bockhacker – 15 years
- Nate Meyers – 15 years
- Christina Jenkins – 10 years
- Lindsey Schmidt – 10 years
- Ben Jennings – 5 years
- Jareth Morey – 5 years
- Jake Malone – 5 years
- Steve Hoekstra – 5 years

In addition, we also had twenty members recognized for non-milestone years ranging from 22 to 31 years of service. Congratulations to all!

Finally, I attended the Crystal Valley Interchange ground breaking celebration. This is the Town's largest infrastructure project ever, and it will make a significant difference in access to the interstate as well as both the east and west side frontage roads. Now to get through the next 2 years of construction...

Fire and Life Safety Division: **Division Chief Bart Chambers**



Division Chief Commentary:

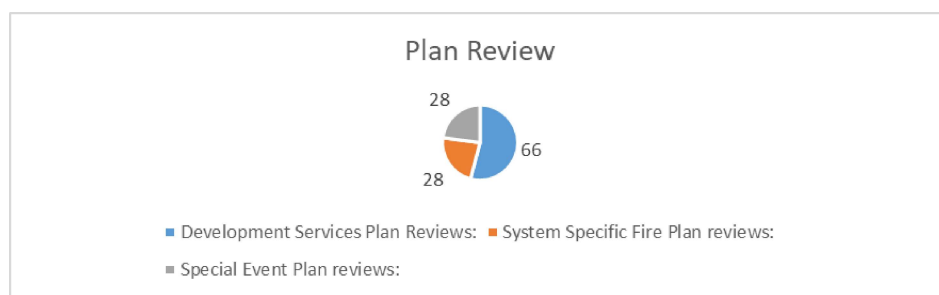
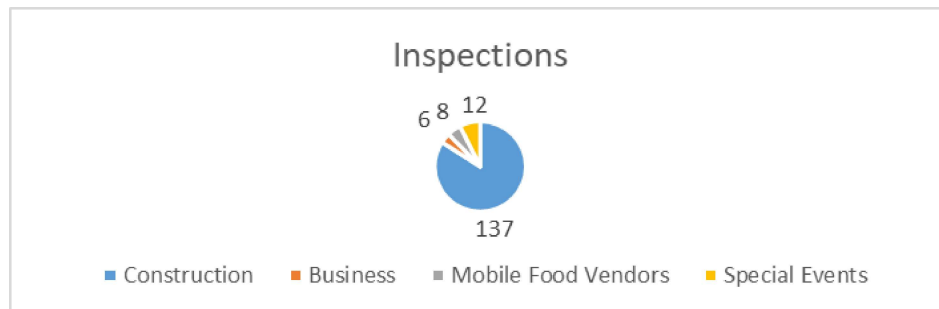
In September, we saw positive additions to the Fire and Life Safety Division. Sparky, as you are aware, has come to the department and has been a hit for events as well as our filling of the two vacancies for the Fire Prevention Officer and the Fire Plans Examiner.

Paul Thomas who accepted the Fire Prevention Officer position comes from Celina, Texas where he was working with Celina Fire as a driver operator and also has a Fire Inspector/Investigator background. Alayna Moore, who is the sister to our own Captain Moore, comes from Elbert County where she was a Plans Examiner. The Fire and Life Safety Division has finally filled all of the vacant positions and is fully staffed.

During September, we were working with home owners and insurance companies on wildfire mitigation needs and Hazard Assessments for those home owners facing cancellation or questionable mitigation clearances. The insurance companies, with the local representees, have been extremely proactive in this arena and have helped with our collective goal on becoming wildfire resilient.

The Fire and Life Safety Division hosted two classes and assisted in the Fire Officer II course by presenting on fire investigations. The first class we hosted was the MGT - 475: Crowd Management for Sport and Special Events. We had 40 people attend from throughout the region and a dozen from the Town of Castle Rock. The other class we hosted was from NFPA on NFPA 96 and the recent changes on mobile food trucks and the changes we will see on the requirements. We had 26 students in the class from neighboring departments and key representatives from FMAC that oversee their mobile food truck program.

We have also added to our equipment that is accessible for all aspects of the department. We now have two EZ-Up Canopies that the line and prevention members can use during events. They can be checked out through the Fire and Life Safety Division.



FEES RECEIVED	
Inspections and re-inspections:	\$5,245.00
MFV	\$450.00
Brycer	\$3,576.00
Plan Reviews	\$13,940.63
Totals	\$23,211.63

MONEYS EARNED RUNNING TOTAL:								
	INSPECTION FEES	MFV	Special Events	IM TR Reviews STATE	IM TR Reviews Payfabric	TRAKIT REVIEW FEES	Brycer	TOTALS COLLECTED
1/31/2024								\$ 25,716.00
2/29/2024								\$ 10,880.00
3/31/2024	\$ 750.00	\$ 600.00				\$ 9,821.00		\$ 11,171.00
4/30/2024	\$ 5,820.00	\$ 500.00				\$ 21,637.05	\$ 1,098.00	\$ 29,055.05
5/31/2024	\$ 2,860.00	\$ 800.00				\$ 35,384.18	\$ 4,116.00	\$ 43,160.18
6/30/2024	\$ 5,620.00	\$ 600.00		\$ 10,791.65		\$ 5,474.31	\$ 5,256.00	\$ 27,741.96
7/31/2024	\$ 3,250.00	\$ 1,175.00		\$ 16,416.16		\$ 3,493.63	\$ 3,654.00	\$ 27,988.79
8/31/2024	\$ 5,250.00	\$ 1,200.00		\$ 12,541.42	\$ 3,358.23	\$ 2,795.61	\$ 6,036.00	\$ 31,181.26
9/30/2024	\$ 5,245.00	\$ 450.00		\$ 1,446.43	\$ 8,872.93	\$ 3,621.27	\$ 3,576.00	\$ 23,211.63
10/31/2024								\$ -
11/30/2024								\$ -
12/31/2024								\$ -
TOTALS :	\$ 28,795.00	\$ 5,325.00		\$ 41,195.66	\$ 12,231.16	\$ 82,227.05	\$ 23,736.00	\$ 230,105.87

Division Fire/Law Enforcement Training: The division conducted 132 hours of training for the month of September.

Complaints: 5 **Citations:** 0 **CWPP contact hours:** 42 **CORA requests** 3

Fire Prevention Customer Inquiries: 74 **Stop Work Orders:** 2 **Fire Watch:** 2

UAV Flights: 1 **Fire/Investigation Responses:** 6 responses and follow ups **Fire Watch:** 2

Permits Issued: 23 **Permits Closed:** 31

FIRE AND LIFE SAFETY EDUCATION:

Education:

For the month of September, CRFD made contact with:

- 174 citizens through 3 different public education and community events totaling 5.5 hours of education. Of the citizens we made contact with in September - 45 were children (18 years of age or younger) and 129 were adults.

Public Education Highlights:

- We participated in Your Town Academy/Rescue for the fire night.
 - As always, participants were thankful for the event and loved the participation opportunity and asked great questions.

- FLSE Duncan participated in the Rally of Hope. Though this is not the first year of the event, this is the first year CRFD was invited.

Car Seat Education:


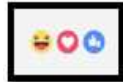


Crews and administrative staff assisted with community education for 16 car seat checks.

PulsePoint Monthly Active Users (MAUs):

During August 2024 (reporting is one month in arrears), 1,324 users following CRFD on the PulsePoint app enabled CPR alerts and there were 6,347 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Social Media:

During the month of July (reporting is one month in arrears), the CRFD Facebook page reached 19,302 people. Posts were shared 74 times during the month and post engagements came in at 1,700. Two of our higher performing posts were regarding our responses to a fire and a car crash.

CRFD Facebook June 2024	
	4,542 Followers
	1,400 Likes and Reactions
	6,800 Page Views
	1,700 Post Engagements



Years of service awards, Jenkins 10 years and Howe 24 years



New EZ up canopy

Training Division:

Acting Division Chief Jeff Hood



Division Chief Commentary:

September was a month of major milestones for the Training Division, marked by the completion of our WHP project at the training tower and the ongoing training sessions at the acquired structure on Lewis Street. We continue to focus on enhancing our training capabilities while also facilitating the development of our personnel through programs such as the engineer task books. The department logged significant training hours this month, and we are excited to carry this momentum into the coming months.

WHP Project Completion:

This month, we completed the long-awaited WHP project at the training tower. WHP installed return-run stairs on the south side of the tower with access points at floors 2, 3, and 4. This upgrade will primarily enhance our standpipe operations training, offering the flexibility to practice on return-run stairs as opposed to the straight-run stairs we currently have. Additionally, the project included installing new interior doors, replacing deteriorating exterior doors, and fitting window shutter hold-opens, which will prevent shutters from slamming shut in the wind—a significant safety improvement. This project has been in the works since last year, and its completion is a major step forward in improving our training facilities.

Lewis Street Acquired Structure:

Training at the Lewis Street acquired structure continued to be invaluable, with hundreds of hours dedicated to refining firefighter skills. This month, we conducted a hazmat scenario and a victim rescue scenario. After restructuring the interior of the building, the firefighters were able to experience a fresh challenge in the same structure, which kept the training dynamic and beneficial. Special thanks to the tower maintenance crew for their assistance in reconfiguring the building, making this unique training possible.

Shift Training Officers (STOs):

The STOs have once again been integral to our training operations this month. In addition to the hundreds of hours spent training at Lewis Street, the STOs also found time to host multijurisdictional wildland drills and extrication training sessions. They also provided critical support for EMS training and played a key role in evaluating new technology, such as the LifePak 35 heart monitors.

Engineer Task Books:

Engineer task books were issued this month to three of our firefighters: Firefighter Derington, Kormen, and Voit. These firefighters have completed numerous hours of training in the acting engineer academy and are now entering the next phase of their journey toward becoming engineers. Special thanks to Lead Engineer Gardner and the battalion chiefs for their efforts in

facilitating the completion of these task books, ensuring that our firefighters are set up for success in this critical role.

Other Division Happenings:

- Human Trafficking Training Coordination: We coordinated with a company called iEmpathize to come to Castle Rock and provide human trafficking training in December.
- CMCB Fire Officer Two Course: We hosted a CMCB Fire Officer Two course delivered to lieutenants and captains from multiple departments across the Denver metro area.
- Our recruit firefighters at West Metro Fire Academy continue to excel. We are extremely grateful to have Firefighter Murphy overseeing their training and we are excited for their progress.

The Lewis house ready for search



Hazardous Material training



Fire Officer II Course

Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

The Activities in the Logistics Division during the month of September included:

- Acquire Collapse 155 and in-service
- Wildland deployment support
- Station 153 landscape project completion
- Station 154 landscape project in process
- Station 156 project, biweekly meetings continue with the owners rep. During September, a kickoff meeting was held with owners rep. and selected architect
- Met with MES as our current bunker gear vendor. Work on solution to the spec. change issue with Class 2 harness
- Unit up-fits continued, Osage medic unit, Collapse 155, Bureau 152 and staff vehicle replacement

LEST Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of September, Landon has worked on/filled 56 PSTRax uniform requests/alerts and 7 PPE requests/alerts. Landon has also worked on uniform and gear issuance for the two new FLSD members and continues assisting Hazmat with the CGI gas bottle replacements. We also provided Scott fit testing to the Training Division cadre members assisting with the West Metro academy burn days. Landon also had the opportunity to assist Sr. EVT Jennings with some apparatus pump testing, learning the principles and process of this annual test to verify the pump operation and capacity of our apparatus pumps.

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. The unit's Ben has had through the shop or touched in September include, Units 082, 189, 281, 223, 110, 080, 125, 121, 141, 106, 102, 108, 580, 088. He had tracked a total of 110 hours charged to units during the month of September. Ben continues to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. Unit 080 is currently at Diversified for body and suspension repairs. Ben completed all the suppression apparatus pump tests for the year during September. He also performed a post deployment service on Unit 409 and pump tested it before putting Brush 155 back in service. Ben also stayed late to complete repairs to Unit 281 in order for Engine 154 to go back in service in it. This was after Unit 141 suffered an electrical failure caused by the failure of a new EGR valve that was recently installed. We continue to deal with lack of parts and support on the International MaxxForce engine. Ben was also instrumental in getting the new Collapse 155 in-service during September.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for August are 7,327. Year to date is 46,534, and the total since we began the program is 309,039. 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

New Medic for 2025 preparations
Station 153/154 landscaping planning
Station 156 Apparatus
New Medic up-fit

Station 154 landscape



Pump testing at Station 152



Brush 156 in process

Emergency Management and Continuous Improvement:

Chief Norris Croom

This Accreditation Manager/Emergency Manager position remains vacant, and has been challenging to fill due to the uniqueness of the position. While we have had a number of applicants, none have either been the right fit or met the requirements of the position. We are modifying the position requirements to accreditation manager only in an attempt to fill this vital role. All emergency management functions will move back to the fire chief.

Link to the draft monthly status report, then select "last month"

[Continuum \(imagnetrendelite.com\)](http://imagnetrendelite.com)