

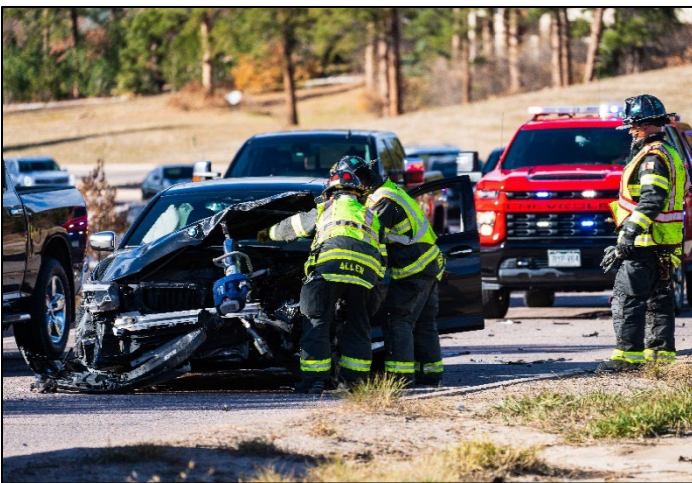
# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

## November 2024 Monthly Report

**Department News:** Two separate motor vehicle crashes.



**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  
**November 2024...100%**

Of the 16 customer survey cards we received in November, all had the highest overall rating of 5. Some of the comments we received were; *"They were fantastic. Even took care of meal I had on the stove. They were caring, professional and kind. I couldn't ask for better care."* Another read; *"Everyone was very kind and helpful. It was a good experience that I hope I don't have to repeat. May God bless you all."*

### **Call Statistics:**

For November, we responded to 572 calls for service. For the year, we have now responded to 6463 calls, which is 341 more than at the same point in 2023. We averaged 19.1 calls per day for the month.

Of the 572 calls this month, 6 were fire-related, 55 were motor vehicle crashes, 70 were service in nature, 309 were EMS calls, 58 were good intent calls, 50 were alarms, and the remaining were miscellaneous. In November, we transported 264 patients to area hospitals, with 218 transported to Castle Rock, 35 to Sky Ridge, and 11 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 407 responses	E154 with 197 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:

- Nov 10: BC151, SAFE151, E154, M154, and SMFR responded to a semi-truck crash.
- Nov 10: BC151, SAFE151, E152, M151 responded to a cardiac arrest.
- Nov 17: BC151, E154, and M154 responded to a cardiac arrest.

- Nov 22: BC151, Q155, M153 responded to a cardiac arrest.
- Nov 27: BC151, SAFE151, E152, M153 responded to a cardiac arrest.

**B-Shift:**

- Nov 2: BC151, CH151, SAFE151, Q151, Q155, E153, E152, M151, M153, BU154, BU159 responded to a residential structure fire.
- Nov 2: BC151, SAFE151, Q151, E152, and Larkspur responded to an extrication crash.
- Nov 25: BC151, Q151, M151 responded to a cardiac arrest.
- Nov 25: BC151, Q151, M151 responded to a cardiac arrest.
- Nov 25: BC151, Q151, M151, M154 responded to a cardiac arrest.

**C-Shift:**

- Nov 5: BC151, E154, M154 responded to a cardiac arrest.
- Nov 5: BC151, SAFE151, E153, Q155, M154 responded to a cardiac arrest.
- Nov 5: BC151, E154, M154 responded to a cardiac arrest.
- Nov 18: BC151, E153, M153 responded to a cardiac arrest.
- Nov 18: CH152, E153, M153 responded to a cardiac arrest.
- Nov 18: BC151, CH151, SAFE15, Q151, E154, E153, M151, M154 responded to an extrication crash.

**Deputy Chief Commentary:**

Every day, our members embrace all aspects of this job to ensure they are ready to act when called upon. Earlier this month, during one of those ‘aspects of the job,’ the crew of E153-C was at their annual physical when they were alerted to a person in the parking lot who needed help. One of the members, FF/EMT Steve Milburn, who was waiting in the engine, immediately went to assist and found an unresponsive patient, began CPR and generated the call into dispatch. The other members came outside and assisted with the life-saving actions that led to a positive patient outcome. Over all of the ‘aspects of the job’ that are part of what we do (in this case: our own personal health exams), the citizens always come first, and FF/EMT Milburn and the crew of E153 showed us exactly how this mindset literally saves lives. Congratulations to all members involved!

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Special Operations: Battalion Chief Butts and I continue to work on the transition of program oversight to the Deputy Chief office. The new Collapse 155 saw its first-ever call towards the end of the month – an assist to South Metro for a trench collapse incident.

EMS: Congratulations to Coby Petau for being cleared to attend as an EMT! We have received our new LifePak 35 cardiac monitors, and they should go into service around the first of the year. As part of the capability increase, we see with the monitors, we met with local hospitals to discuss the

EKG transmit options to support cardiac-related alerts. We also began the research process into obtaining an automatic medication dispensing system similar to what the hospitals use. While it might be a while before we can see something in service, we think this will be a better system as our department grows.

SOG and Administrative Directive Updates: We continue to work through many updates, including the stipend program, rules around mandatory holdovers, Explorer ride-a-long updates, and the retirement celebration guidelines. There are other updates also in the works, and these should be coming out over the next few months. Thank you to everyone for the input and feedback on these improvements!

Our annual NFPA-required medical physicals and skin checks are nearly wrapped up. Through these different checks and exams, several items were found for our members to follow up on. We have been fortunate to discover these through these required events, and are encouraged that the physicals and skin checks continue to be supported.

Lastly, BC Morgenthaler, CAPT. Gallegos, LT. Allen, and ENG. Auten represented the department as part of the pipes and drums band that played at Golden Police Officer Evan Dunn's line-of-duty funeral.

We are currently working on the following projects:

- Station 156 design
- Upgrading our cardiac monitors
- Accreditation hiring process
- Updating the administrative area of FHQ
- SOG/Admin Directive updates

## **Administration Division:**

### **Fire Chief Norris Croom**

#### **Key Admin Issues:**

Ballot measure 2A passed in November! This will allow for the hiring of eighteen positions over the next five years, staff a 4<sup>th</sup> medic unit, help with staffing for Station 156, and add one position each in the Fire and Life Safety Division, Logistics Division, and Administration Division. While this doesn't fill all of our needs, this will help ensure that we continue to meet our level of service expectations.

Work continued on Station 156 with RS&H and meetings specific to the design phase. We are finishing up some survey work so that we can start working on the rezone and replat of the property. We still expect to issue an RFP for a contractor before the end of the year.

With improved conditions and a fair amount of snow, Stage 1 fire restrictions were rescinded in early November. We remain hopeful that we will see enough moisture over the winter so that we do not need to re-implement any restrictions.

Another successful Starlighting was held with a great turnout. Weather conditions were optimal, approximately 40,000 people visited the downtown area over the course of the day, and it wrapped up with the fireworks show. There were no major issues associated with the event.

#### **Fire Chief Commentary:**

Congratulations to Captain Jeff Hood on his promotion to Division Chief of Training! I know that Jeff will continue the positive trajectory that the division is on, and I look forward to what the future holds.

As a result of Jeff's promotion, the training captain position is now vacant. We have been working to reclassify this position to Assistant Training Chief for well over a year, and we received final approval from Human Resources and Mr. Corliss to go ahead and effect this change. The position has been posted, and we expect to fill the position in December.

We also received approval to reclassify the Senior EVT to a Grade 18 and advertise the new EVT position as a Grade 17. This allows growth opportunities in both positions while also keeping them competitive in a pretty tight job market.

Town Manager Corliss and Chief Croom with Sparky



Fireworks at Starlighting



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



### **Division Chief Commentary:**

November brought in training and public education events as well as numerous special events within the Town, especially the Town's Starlighting event. During the Starlighting event, we had over 40,000 people in Town and hundreds of fire prevention contacts.

Sparky was a key player in getting out our fire prevention messaging, especially during Starlighting. Sparky has been a successful tool within the community for fire prevention messaging.

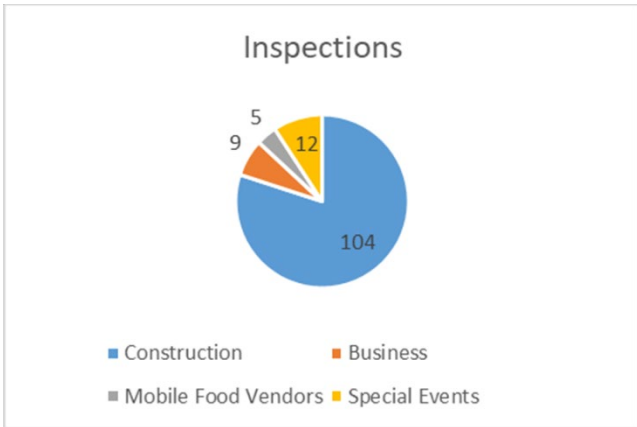
Both of our newest members to the division have been progressing well and have shown quick learning about the Town and their jobs. Their training and experience they brought have been a great asset to the division and to the department.

We have had a few of the line personnel come in and get their task books initiated and are looking forward to their assistance to the division in business inspections.

We also want to thank Pete Jones and others that have helped us transfer the fire and life safety data regarding inspections and other reports into Image Trend. With Pete's ability as well as the others on "D" shift, we were able to move all of the information from Emergency Reporting (ER) and have started the process with High Plains. With all of the information being moved from ER, we will not need to pay for the account, therefore saving the division monies paying for ER.

The Pub Ed Committee met on November 18 to discuss what our needs from the field are as well as how we can enhance our outreach to the public. We addressed the messaging to be in line with NFPA and the U.S. Fire Administration as we send out monthly messages as well as ensuring we have specific messaging to our local needs. We spoke about enhancing the Community Risk Reduction (CRR) needs for the department and the community, specifically addressing what the line has been seeing with smoke alarms and carbon monoxide alarms replacements. This information was essential on how we will be able to truly reach those in need and establishing a true heat map addressing our targeted areas for education.

We also spoke about the support from the line to the Fire and Life Safety Division Educators during events, and they will be seen at more events as we continue to establish the frame work for the CRR program. This includes school programs, events within the Town and our business partners on events in which they request our presence.



Construction	104
Business	9
Mobile Food Vendors	5
Special Events	12
<b>TOTAL</b>	<b>130</b>



Development Services Plan Reviews	54
System Specific Fire Plan reviews	45
Special Event Plan reviews	18
<b>Total</b>	<b>117</b>

FEES RECEIVED	
Inspections and re-inspections:	\$14,850.00
MFV	\$350.00
Brycer	\$1,782.00
Plan Reviews	\$14,509.58
<b>Totals</b>	<b>\$31,491.58</b>

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	\$ 4,880.00	\$ 200.00			\$ 10,904.99	\$ 3,907.59	\$ 3,192.00	\$ 23,084.58
11/30/2024	\$ 14,850.00	\$ 350.00			\$ 13,191.74	\$ 1,317.84	\$ 1,782.00	\$ 31,491.58
12/31/2024								\$ -
<b>TOTALS :</b>	<b>\$ 48,525.00</b>	<b>\$ 5,875.00</b>		<b>\$ 41,195.66</b>	<b>\$ 36,327.89</b>	<b>\$ 87,452.48</b>	<b>\$ 28,710.00</b>	<b>\$ 284,682.03</b>

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**Division Fire/Law Enforcement Training:** The division conducted 116 hours of training for the month of November.

**Complaints: 4 Citations: 0 CWPP contact hours: 26 CORA requests: 1 Fire Prevention Customer Inquiries: 84 Stop Work Orders: 3 Fire Watch: 6 UAV Flights: 2 Fire/Investigation Responses: 24 responses and follow ups Permits Issued: 30 Permits Closed: 38**

### **FIRE AND LIFE SAFETY EDUCATION:**

#### **Education:**

For the month of November, CRFD made contact with

- 38,300 citizens through 10 different public education and community events totaling 18.25 hours of education.
- 15,321 digital contacts were made during the month of November.

#### **Public Education Highlights:**

- Partnered with Castle Rock News Press and the Castle Rock HOA Newsletter to share fire safety messaging for the upcoming holidays.
  - The messaging aligns with NFPA and the U.S. Fire Administration's messaging for holiday decorations and fire safety during the winter months.
  - We hope this messaging partnership will continue for months to come as the message reaches over 15,000 contacts each month through these two publications alone.
- 2 CPR classes
- 3 Station visits
- 2 Community events
- 1 Preschool visit
- Community Health Fair
  - FLSE Duncan and FLSE Sanderlin attended a community health fair at St. Francis of Assisi Church in Castle Rock in partnership with the Douglas County Health Department.
  - Over 300 attendees received various health services (i.e., free vaccinations, visits with a doctor, dental check-ups, etc.).
  - CRFD provided educational materials about car seat safety and smoke/co alarm information for attendees.
- Starlighting
  - FLSE Duncan and FLSE Sanderlin attended Starlighting festivities while promoting smoke alarm safety.
  - Sparky was also in attendance and was able to bring smiles to community members for several hours leading up to the lighting of the Star through various photo opportunities around downtown Castle Rock and near station 151.

#### **Car Seat Education:**

Crews and administrative staff assisted with community education for 23 car seat checks.


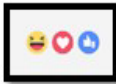




**PulsePoint Monthly Active Users (MAUs):**

During October 2024 (reporting is one month in arrears), 1,224 users following CRFD on the PulsePoint app enabled CPR alerts and there were 6,119 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

**Social Media:**

October's (reporting is one month in arrears) overall stats were the highest we have seen in our time on Facebook. Sadly, our high reach, engagements, and views were due to the posts regarding the passing of Andrew Koldeway. The announcement post on 10/2/24 was the highest reaching post, reaching over 131,000 viewers and shared 597 times.

CRFD Facebook June 2024	
	5,289 Followers
	2,464 Likes and Reactions
	689,384 Page Views
	19,900 Post Engagements

Fireworks prepped and ready



Children learning about firefighter equipment



Sparky at Starlighting

## **Training Division:**

**Division Chief Jeff Hood**



### **Division Chief Commentary:**

November marked a period of transition and preparation for the Training Division. Following the Training Chief promotion, efforts are now underway to fill the Assistant Training Chief position. Additionally, the passing of the town's ballot measure (2A) has us evaluating strategies to hire and onboard enough personnel to grow the department by 10–15%. Firefighters utilized this transitional period to focus on company-level training topics, logging an impressive 2,327 training hours for the month. We are proud of our progress and look forward to the exciting opportunities ahead.

**Castle Rock Fire Recruits:** Our three recruits continue to excel at the West Metro Fire Academy and are set to graduate on December 16th. Captain Peery and Firefighter Murphy are diligently planning the transition academy with support from our operations personnel. We aim to have these recruits online by mid-January.

**LifePak 35:** Our department has received new LifePak 35 monitors/defibrillators, which represent a substantial upgrade in technology. The EMS instructor cadre has been instrumental in organizing and delivering department-wide training sessions on this equipment. We are grateful to have this cutting-edge technology to enhance service to the citizens of Castle Rock.

**Department-Wide Safety and Survival Training:** This month, our safety and survival SMEs conducted department-wide bailout training. Thankfully, this skill is not used often; however, it is critical to have it well-trained and ready if needed. We are grateful to the SMEs for organizing and providing this essential training.

### **Other Division Happenings:**

- **Resuscitation Quality Improvement (RQI):** We are working with RQI, a hybrid training program from the American Heart Association, in 2025. It combines online learning with hands-on simulator-based training, allowing members to renew certifications such as ACLS, PALS, and CPR without leaving the firehouse.
- **Assistant Training Chief Process:** The job description for the Assistant Training Chief was approved, thanks to Chief Norris Croom, Human Resources Manager Sheryl Coffey, and Town Manager Dave Corliss. We plan to run the promotional process in December, with the promotion implemented in January.
- **Hiring Processes:** We began communications with the National Testing Network to streamline our upcoming lateral and new hire hiring processes. These are expected to open in late December or early January, with a lateral academy in early spring and a new hire academy in mid-summer.

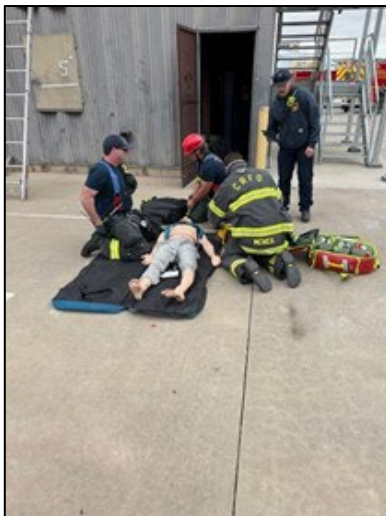
- **KONE Elevator Training:** We are coordinating with KONE Elevator to obtain comprehensive training videos, which cover equipment introduction, entrapment guidance, tools and techniques, and hazard identification for elevators and escalators.
- **Acting Engineer Task Books:** Our last two firefighters have begun their acting engineer task books, marking the completion of the CRFD Acting Engineer Academy for all students. Congratulations to them, and thanks to our Battalion Chiefs and STOs for facilitating the completion of these books.
- **Window Prop Development:** We began developing a new window prop to provide realistic training opportunities for taking and clearing windows.



Bail out training



Bail out training



Company level training



Life Pak 35 training

**Logistics Division:**  
**Division Chief Jim Gile**



**Division Chief Commentary:**

Activities in the Logistics Division during the month of November included:

- Radio replacement planning with DCSO Radio Shop
- 2025 pavement maintenance planning with Public Works
- Station 151 air compressor upgrade
- Station 156 project planning meetings
- R&D planning for 2025
- Annual NFPA testing and planning for 2025
- 2025 unit replacement planning

In November, the Logistics Division worked to plan out the many events that will take place in 2025 in regards to radio replacements, vehicle replacements, R&D and Apparatus team projects and all of our NFPA annual testing. This requires coordination with the crews' training calendar as well as with the various vendors that we use for testing. We also worked on planning for internal testing, such as annual SCBA fit testing that is completed every year with every member.

We continue to meet on a by-weekly basis with the owner's representative and architect for the Station 156 project. We have also had several meetings with MES and Morning Pride on the updates to the bunker gear spec. which includes the class 2 harness if requested. A lot was learned on the first round of this change, and this will drive procedure changes during the order of next year's replacements. We also came up with a solution to the current harness issue found this year and are working with MES and Gear Wash to implement the fixes so the gear can be deployed.

The Logistics Division also implemented a division e-mail box in November. This was presented to the command staff and will assist in greater efficiency in the division. This e-mail box will be used for all requests not covered in the PSTRax system. It has been operating for a few weeks now and is working well.

LEST Landon Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of November, Landon continued to fill requests made through PSTRax for equipment and uniforms. He has also been working with several special team leads in purchases or requests made through them. During November, 76 PSTRax requests and 7 POs were filled or touched by Landon.

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. A total of 143 PSTRax requests have/are being worked on and Ben has just over 110 hours of billed labor to units during November. Units he has touched or had in the shop are 121, 141, 155,

082, 080, 116, 125, 106 and 128. We continue to deal with lack of parts and support on the International MaxxForce engine which affects the three KME fire apparatus we have in our fleet and are actively looking at solutions. We are excited to have the job posting for our new EVT position posted, and we look forward to filling the position as soon as possible after the first of the year.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for November are 4,907. Year to date is 65,268, and the total since we began the program is 327,772. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

### Division Project Report

- Facilities projects
- R&D Team projects
- New heavy apparatus
- Apparatus Team projects
- Assist Monument Fire with pump testing

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



Brunk assisting with pump testing at Monument Fire



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. We have modified the position requirements to accreditation manager only in an attempt to fill this vital role. All emergency management functions have moved back to the fire chief. The accreditation manager position has been advertised for potential applicants.

Link to the draft monthly status report

[ImageTrend monthly data](#)