

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

July 2024 Monthly Report

Department News: Below are pictures from one of the Splash Mobs that were held, fun for all ages.



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
July 2024...100%

Of the 7 customer survey cards we received in July, 7 had the highest overall rating of 5. Some of the comments we received were; *“They were prompt, professional, caring.”* Another read, *“Many thanks to each person who we spoke to on the phone & came out to our house. God bless to each one!”*

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

Call Statistics:

For July, we responded to 612 calls for service. For the year, we have now responded to 4,076 calls, which is 306 more than at the same point in 2023. We averaged 19.7 calls per day for the month.

Of the 612 calls this month, 37 were fire-related, 38 were motor vehicle crashes, 73 were service in nature, 314 were EMS calls, 69 were good intent calls, 61 were alarms, and the remaining were miscellaneous. In July, we transported 259 patients to area hospitals, with 179 transported to Castle Rock, 69 to Sky Ridge, and 11 to other facilities.

For the month, we received a citizen survey rating of 4 out of 5, or better, 100% of the time.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 419 responses	E154 with 209 calls	M154 with 188 calls

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

Significant Incidents:

A-Shift:

- July 20: BC151, SAFE151, E154, M151 responded to a cardiac arrest
- July 30: E152 responded to the Quarry Mesa fire in Jefferson County to assist with structure protection

- July 31: BR153 responded to the Quarry Mesa fire in Jefferson County to assist with structure protection

B-Shift:

- July 5: BC151, E154, M154 responded to a cardiac arrest
- July 5: BC151, E154, M154 responded to a separate cardiac arrest
- July 5: BC151, SAFE151, E151, E154, E152, M151, M154 responded to a multiple-injury crash with extrication needed
- July 23: BC151, E152, M151 responded to a cardiac arrest
- July 23: BC151, SAFE151, E151, M151 responded to a cardiac arrest
- July 28: SAFE151, M151, M153, M154 responded to a multiple injury crash with extrication needed in Larkspur's district

C-Shift:

- July 3: BC151, E151, M151 responded to a cardiac arrest
- July 8: BC151, SAFE151, E153, E154, M154, SMFR HR34 responded to a partial building collapse
- July 8: CH151, Q155, M153 responded to a cardiac arrest
- July 27: CH152, E151, E152, E153, E154, M153 responded to a large gas line rupture
- July 28: BC151, Q155, M153 responded to a cardiac arrest

Deputy Chief Commentary:

Mid-July was a big transition point for our organization. We celebrated Chief Rich Martin's last day and retirement, and we worked through a transition period for the position. It goes without saying that we'll miss everything that Chief Martin has done for the CRFD, and we wish him a lot of joy in his well-deserved retirement. I'm thankful for the two months of overlap that provided a lot of opportunity to learn from Chief Martin, to talk through all aspects of the job, and to shadow him in meetings and conversations.

As I moved fully into the Deputy Chief position, I am excited to build upon the already excellent Operations Division and to support our members' mission of protecting our citizens. In early July, I joined the Battalion Chiefs on an overnight retreat where we had great discussions about where we are looking to go in the division and how we'll get there. Towards the end of the month, I began riding with each BC during their rounds to spend some time with the crews and to gain their input on how we can support them.

Mike Moore and I continue to work on ensuring continuity in our EMS programs and service delivery. Mike has taken on a lot of responsibilities to help keep our program world-class. Speaking of EMS, congratulations to Caleb Schnell on getting cleared to operate independently as a paramedic!

July also saw Mike Zukowski deployed as part of the FEMA Colorado Urban Search and Rescue Task Force 1's deployment in the aftermath of destructive wildfires in New Mexico. We also saw the first of four consecutive two-week deployments for our Wildland Team. They have been stationed in the Stanislaus National Forest in California, ready to respond to any fire needs in their part of the forest.

We are currently working on the following projects:

- Sta156 design
- Upgrading our cardiac monitors
- Accreditation/EM hiring process
- Fair/rodeo standbys

We also:

- Attended an R&D meeting
- Recorded a podcast for Pierce
- Participated in EMS QI meetings
- Attended the Election Strategy meetings

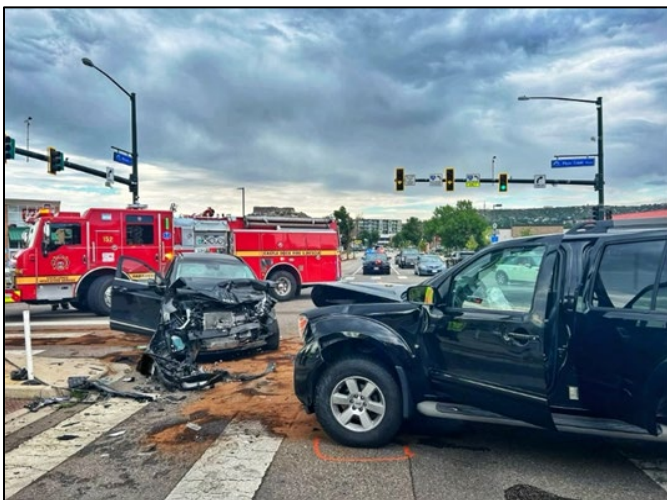
July 4



Wildland crew swap in California



Motor vehicle crash



Motor vehicle crash



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Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Town Council approved on first reading a potential ballot measure this fall asking for a .2% increase in sales tax. If approved, the department would receive eighteen positions over the next five years, and nine of those positions would come in 2025 to place a 4th medic unit in service. There would also be six additional positions for Operations, one for Logistics, one for Fire and Life Safety, and one for Admin. A team has been put together, to include representation from Local 4116, to work on election strategy, messaging, and education. In addition, Mr. Corliss, Chief Cauley, and I have and will be meeting with local community groups to educate them on the need for this increase.

Work continues on Station 156. We interviewed two architectural firms in July, and selected RS&H out of Colorado Springs. The contract will be taken to Council on August 20 for approval. Once approved, we will begin the design phase while also working on getting approval for the rezone and replat of the property. We are still concerned about funding for the total project, and will be working on construction estimates with the architect and owner's rep.

Wildland mitigation work on town-owned property continued with the goats at the Metzler Family Open Space. The plan is to treat approx. 72 acres at this location and reduce the risk behind Latigo as well as in the more heavily timbered portion of the property. We will be moving them into the Woodlands in early August to treat approx. 52 acres in that subdivision.

We had a successful 4th of July fireworks show at the old Acme brick plant site, and we greatly appreciate Tony DeSimone and Confluence Companies for allowing us to use their property. While we had no issues on site, we did experience nine fireworks related calls that evening, all of which were relatively minor.

Fire Chief Commentary:

We had our Annual Compliance Report (ACR) review with CFAI last month. A virtual review was conducted, it lasted about 25 minutes, and the reviewer was satisfied with our documentation and answers to his questions. He will be recommending us to remain accredited for the next year. Big thanks to Craig for getting the documentation completed prior to his departure!

Council approved our request to purchase new portable and mobile radios. Our current radios have reached their end of life expectancy of ten years, and they will no longer be supported. This is budgeted as part of our general long term plan (GLTP) for replacement of large dollar items, and Logistics will be moving forward with the acquisition of new radios, batteries, and charging systems. The total cost for this project is just under \$1.5 million.

Members of the department participated in the Douglas County Fair Parade, and we were advised that we won 2nd Place. I'm pretty sure it was all due to Sparky. Thank you to everyone who had a hand in making this happen!



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Assistant Chief Craig Rollins resigned from the department in July to accept a position with the United States Fire Administration as a Branch Chief in the National Fire Data Programs in Emmitsburg, Maryland. While this is a significant loss for us, this is a tremendous opportunity for Craig as he now has the ability to help influence the national fire service as we embark on a new software reporting system. Congratulations Craig!

Finally, after 25 years of service, Deputy Chief Rich Martin retired on July 12. Rich served as a firefighter/paramedic, lieutenant, battalion chief, and finished as the deputy chief of operations. Rich was recognized for his contributions to the department over his career at his retirement party on July 19, and we wish him the absolute best. Congratulations Rich!



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



Division Chief Commentary:

The Fire and Life Safety Division opened up the month with the celebration of our country's birthday, supporting the 4th of July Fireworks show at the old Acme Brick property. The show went off without incident and was a spectacular display for the community and those neighbors close by having a fantastic front row seat for the show.

Last month, we let everyone know that Sparky was now part of our prevention staff to enhance our fire prevention messaging. Sparky debuted in the Douglas County Fair and Rodeo parade and was an overwhelming hit with the kids and adults riding on the antique fire engine. I want to thank Lt. Johnson, his wife Natalie and Chief Croom's wife Jody for the assistance they gave Sparky during the parade on the Antique. With Sparky out and about, we will be creating a link for Sparky here within the Town to address fire prevention messaging and work with our youth.

This month and part of June, we have seen an increase of nuisance fires with youths. We have had reports from cooperators and residents on observing youths playing with fire and an increase of other types of suspicious activity that the bureau is working on with our cooperators. Remember, if you see something, say something so we can address the issue for our community's safety.

We had a candidate that was offered the vacant Fire Prevention Officer position in the division, but declined to move on. We were hopeful that we would see this position filled by the beginning of October. We are also still looking for a Fire Plans Examiner for the division, and we are doing our due diligence to find qualified candidates with experience and training.

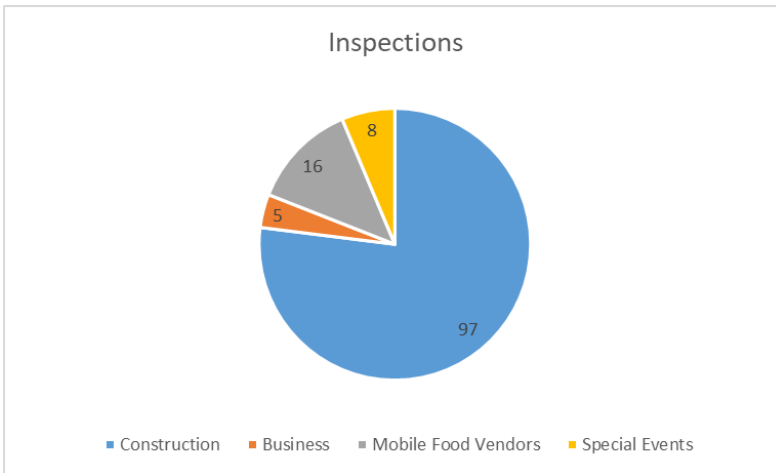
The email that went out to the department looking for interested members in assisting the division in fire inspections generated five members to come in and ask about the process. We are letting the members know that we will be providing training through numerous sources and initiating the inspector task book. As they proceed through this process, we will be working with them to obtain their state inspector certification. Three of the five members have had task books initiated, and we are excited to see this process develop for a successful outcome in the division, department and Town.

The code adoption process has been slow and methodical over the last 6 months. The International Wildland Urban Interface Code is completed with amendments and a newly developed Wildland Hazard Assessment form. We are now going through the 2021 and the 2024 International Fire Code to review changes over the last code cycles and amending the code for our jurisdictional needs for both the public and firefighter safety. Once we are completed with the 2024 IFC amendments, we will present both the 2024 IFC and IWUC.

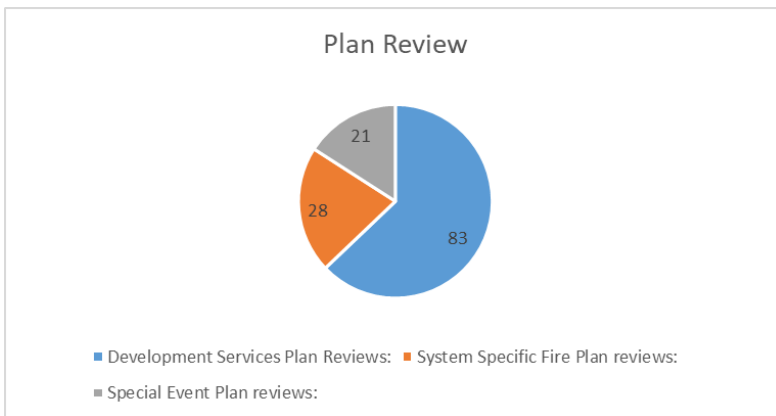
We were hoping to have the online permits for special events updated to process payments as well as the new burn permit link. However, there is still the hurdle we are facing with invoicing and streamlining the process to reduce staff time.

Fire prevention messaging through drink coasters has shown to be a positive communication tool within the Town. We have given over 980 coasters to the businesses within the Town over the last days of July. We will see over the next month how well the messaging has done by how many inquiries we will have on fire prevention through the QR code on the coasters.

Division Fire/Law Enforcement Training: The division conducted 34 hours of training for the month of July.



Construction	97
Business	5
Mobile Food Vendors	16
Special Events	8
TOTAL	126



Development Services Plan Reviews:	83
System Specific Fire Plan reviews:	28
Special Event Plan reviews:	21
Total	132

FEES RECEIVED	
Inspections and re-inspections:	\$3,250.00
MFV	\$1,175.00
Brycer	\$3,654.00
Plan Reviews	\$19,909.79
Totals	\$24,334.79

Complaints: 8 Citations: 2 CWPP contact hours: 46 CORA requests 2

Fire Prevention Customer Inquiries: 64 Stop Work Orders: 1 Fire Watch: 2

UAV Flights: 4 Fire/Investigation Responses: 4 responses, 2 follow ups

FIRE AND LIFE SAFETY EDUCATION:

Education:

For the month of July, CRFD made contact with

- 524 citizens through 6 different public education and community events totaling 9.5 hours of education. Of the citizens we made contact in July, 372 were children (18 years of age or younger) and 152 were adults.

Public Education Highlights:

- We participated in two Splash Mobs with CRPD at Butterfield and Festival Parks.
 - Both were very well attended and also created good conversation around the ballot measure. As always, community members were thankful for the event and these were well received.
- CPR
 - Youth Police Academy Hands Only CPR.
 - 1 Community member successfully completed BLS HeartCode skills check offs.
- I, FLSE Duncan and FLSE Sanderlin rolled out Sparky! Sparky had his debut at the parade. Per many community members and firefighters, Sparky was very well received.

Car Seat Education:


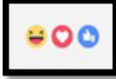


Crews and administrative staff assisted with community education for 14 car seat checks this month. The car seat checks were comprised of all rear-facing seats.

PulsePoint Monthly Active Users (MAUs):

During June 2024 (reporting is one month in arrears), 1,202 users following CRFD on the PulsePoint app enabled CPR alerts and there were 5,942 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Social Media:

During the month of June (reporting is one month in arrears), the CRFD Facebook page reached 10,764 people; an increase of 22.1%. Posts were shared 41 times during the month and post engagements came in at 1,785.

CRFD Facebook June 2024	
	4,365 Followers
	1,126 Likes and Reactions
	6,000 Page Views
	1,785 Post Engagements

UV Safety Month



Training Division:

Acting Division Chief Jeff Hood



Division Chief Commentary:

July was an exceptional month for our Training Division. Our team's collaborative efforts and dedication have resulted in some great opportunities and accomplishments.

Vehicle Extrication Training. The extrication team worked hard to complete department-wide vehicle extrication training at Littleton U-pull. This training was a lot of work but worth the effort. The team is preparing for our upcoming in-house extrication tech team training in August, which is a first for our department. We appreciate the department's patience as we navigate this new process and look forward to its implementation.

Acquired Structure Training: All necessary paperwork and legal requirements for our acquired structure have been completed. We conducted face-to-face meetings with some of the neighbors to ensure a smooth process. We are excited about the diverse training opportunities this structure will provide, potentially extending all the way into October.

Training Tower: Thanks to a generous donation of shingles from ABC Supply in Denver, we are able to re-sheet the roof prop and the third-floor roof of the training tower. A big thank you to our tower training team for their hard work.

Shift Training Officers (STOs): STOs conducted various training sessions, including arrival drills at and around the Hideaway Bar and Grill, crushing injury drills, RIT evolutions, ventilation training, rescue group supervisor training, and assistance with dynamic crane drills over the Timber Mill Bridge. They also facilitated a Physio-Control Life Pak Q&A session, completed pre-work for September's standby training, and a meeting with Jordan Legan for next month's acquired structure training. Finally, coordinating with Firefighter/Paramedic Cody Derington, the EMS training focused on critical skills and knowledge enhancement.

Other Division Happenings:

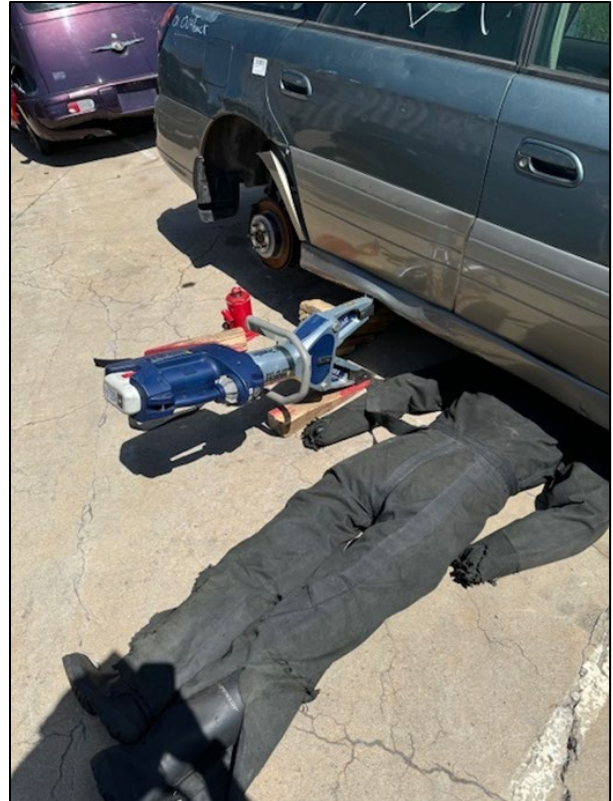
- The West Metro Fire Recruit Academy commenced on July 31 with our three recruits. Firefighter Mitch Murphy has done an excellent job coordinating with West Metro and the logistics division to ensure a smooth start. We will provide updates on the recruits' progress over the next five months.
- Multiple units participated in out-of-district training focused on active shooter or active threat scenarios. Our crews coordinated with various metro area departments and sheriff's offices, enhancing our preparedness for these critical incidents.
- Attended a drought mitigation stakeholder meeting where we explored opportunities to implement advanced metering instruments in frequently used fire hydrants to reduce water usage reports and consider adjusting training schedules during drought stages.
- Training Division personnel assisted the Fire and Life Safety Division with interviews for the FPO position.

- The Training Division, through CMCB, was tasked with auditing the Colorado Springs Fire Department Training Division, which was successfully completed in July.
- We offered a free training session on legal issues in the workplace in collaboration with the Larkspur Fire Department.
- Meeting with Jordan Legan for Acquired Structure Training.

Extrication training



Crushed patient training



Active threat training



Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

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

- New medic unit was final inspected at Osage Ambulance in Linn, MO.
- New Type VI brush truck was pre-paint inspected at Heiman Fire in Sioux Falls, SD.
- Annual SCBA compressor and fill station service and air tests were completed
- Station 153 landscape project is in full swing. Work is progressing and contractor will start Station 154 soon
- Station 156 project: biweekly meetings continue with the owners rep. During July, architect interviews and selection were made for the project. Work is now progressing on the contract approvals. Once complete, we will hold a kick off meeting during which the design process will begin in earnest
- Apparatus Team meeting was held. Work continued by apparatus team on the specification for a new quint apparatus. A final specification will be forthcoming for a contract to be drafted and submitted for approvals
- Motorola radios were selected for the replacement of our current radio fleet. Contract was submitted and approved for purchase through Town Council during July
- Quarterly R&D Team meeting was held. Curtis and Globe gave the team a presentation of their bunker gear

LEST Landon Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of July, Landon worked on/filled 55 PStrax uniform requests. This has been averaging more than 1 request per calendar day, with each request generally being for multiple items. Landon also worked on gear acquisition and issuance to the 3 new recruits, is assisting Hazmat with the CGI gas bottle replacements, and has been coordinating the repairs for the new bunker gear and harnesses for the 36 members receiving gear this year. He also assisted the Bureau and Public Educators on providing information decals and installed them at all stations.

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. The units Ben has had through the shop or touched in July include, Units 080, 082, 121, 141, 221, 281, 430, 223, 103, 111, 101, and 116. He tracked a total of 130 hours charged to units during the month of July. Ben continues to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. We have been advised that the install has been completed, and they were going to have the 3rd party inspection completed early August. We hope

to have that unit return by the middle of the month. Ben also completed service work on Unit 080, and the unit was taken to the Detroit Diesel dealer for some engine repairs needed and will then be taken to Diversified Body for repairs to the right compartment door damage.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for July are 5,991. Year to date is 39,207, and the total since we began the program is 301,712. 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:
 - Engine ordered
 - Type VI build in progress

KME unit 125 outrigger controls



Station 153 landscaping



Brush 156 pre-paint inspection



Osage ambulance final inspection