

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

May 2024 Monthly Report

Department News: Below are pictures from our Badge Ceremony held May 4th.

Josh Kenny, Paramedic



Landon Brunk, Logistics & Equip. Tech

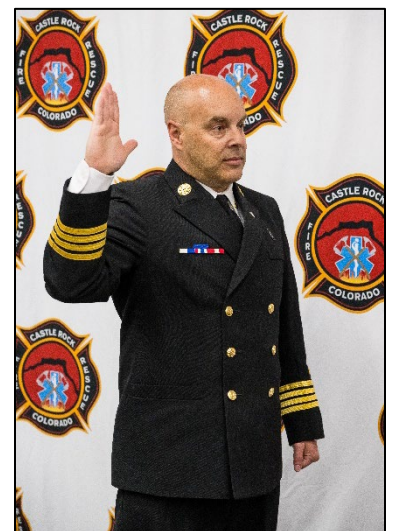


Lieutenants: Steve Coffin, Justin Kuneau, Caleb McNeil

Kevin Sullivan, Assistant Fire Marshal



Deputy Chief Oren Bersagel-Briese



Captains: Adam Gallegos, Nate Peery, Mike Moore

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
May 2024...93%

Of the 13 customer survey cards we received in May, 12 had the highest overall rating of 5. One had a rating of 3. Some of the comments we received were; *“We have been very pleased with the responsiveness & professional service provided.”* Another read; *“Proud to have these paramedics & firefighters here in Castle Rock.”*

Call Statistics:

For the month of May, we responded to 583 calls for service. Last year at this time, we responded to 555 calls. This places our year to date calls at 2,860, which is 186 more calls or 7% higher than last year. Average calls per day for the month were 18.8.

Of the 583 calls for service this month, 387 of the calls were for EMS. We had 382 patient contacts and transported 290 patients. This time last year, we had 280 transports.

Fire Calls:

During the month of May, we ran 13 fire calls compared to 7 in May 2023. We had 36 alarm calls, which is 2 less than last year.

Please click on this link to view a more detailed synopsis of our operational data, 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	6	Transported to appropriate facility	100%
Stroke Alerts	6	Transported to appropriate facility	100%
STEMI Alerts	2	Transported to appropriate facility	100%
Sepsis Alerts	6	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **A Shift:** On May 2, Battalion 151, South Metro Fire Battalion 4, Safety 151, South Metro Fire Safety 2, Engine 154, Medic 151, Medic 154, Medic 34, Quint 151, and South Metro Fire

Rescue 34 responded to Rock Park for a Hi/Lo Angle Rescue. Upon CRPD securing the patient, CRFD crews took over for a rope rescue removal in the dark. The patient was transported to a local hospital. Total call time was approximately 5 hours.

- On May 14, Battalion 151, Safety 151, Engine 155, and Franktown Fire SCAT 181 responded to Hidden Mesa Open Space on an emergency medical incident 2 miles down the trail. The Litter/wheel was used to carry the patient out to the medic unit and then transported to a local hospital.
- On May 20, Franktown Battalion 181, Engine 153, Franktown Medic 184, and Franktown SCAT 181 responded to Gateway Mesa Open Space, on an emergency medical incident. The patient was on the trail, with a possible broken ankle. CRFD carried the patient out to the medic unit and transported to a local hospital.
- On May 25, Engine 153, Medic 153, Engine 155, Medic 184, Battalion 151, and Safety 151 responded to the area of Castle Oaks and Rocky View on a motorcycle vs vehicle which resulted in a fatality after transport to a local hospital.
- On May 26, Engine 155, Medic 151, and Battalion 151 responded to a person in cardiac arrest at Advanced Auto Parts. The crews started life saving care and transported the person to a local hospital.
- On May 26, Quint 151, Medic 151, and Battalion 151 responded to a person who fell from sitting on the tailgate of a moving pickup truck resulting in a traumatic cardiac arrest. The patient was transported to a local hospital.
- **B Shift:** On May 29, Engine 155 and Medic 151 assisted in the delivery of a baby. The mother and baby were transported to an appropriate medical facility to complete delivery and care.
- **C shift:** On May 27, Engine 154, Engine 155, Medic 154, and Battalion 151 responded to an area on Butterfield Crossing Drive for a reported single motorcycle crash. Units arrived to find a single occupant rider with significant traumatic injuries without a pulse and was not breathing. Crews initiated life-saving measures. The patient did not respond and was pronounced deceased at the scene. The scene was turned over to Castle Rock Police.

Life Safety Educators:

In May, we had seven scheduled public education and community events and contacted 1,204 residents (694 of which were children), totaling 9.75 hours of education, and numerous other contacts through unscheduled events at the stations.

A synopsis of events that occurred this month include:

- FLSE Sanderlin assisted in teaching a Fire and Life Safety Educator I class. She assisted with coordination, communication with participants, presenting course materials, and signing off on appropriate JPRs. Colleen was one of four instructors from across the state to coordinate and teach this class. Great job Colleen!
- Lt. Helle assisted the team by presenting at Mesa Middle School's Career Day. Thank you for helping out, Jeff!

- Engine 154 assisted with the Castle View High School graduation parade.
- There were also several unscheduled public visits at the stations that crews participated in.
- FLSE's Duncan and Sanderlin coordinated and participated in the Canvas Credit Union's Hero Fest event. Not only did they assist with our booth, but when the weather turned rainy, they also assisted in helping other vendors get their materials stored. Thank you for going above and beyond Jamie and Colleen!
- There were 28 car seat checks completed throughout the month at various stations.

During April 2024 (reporting is one month in arrears), 1,051 users were following CRFD on the PulsePoint app. There were 5,275 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Below is a chart of our Facebook information for April.

CRFD Facebook April 2024	
	4,221 Followers
	521 Likes and Reactions
	4,200 Page Views
	19328 Post Engagements

Deputy Chief Bersagel-Briese and I continue to work through our transition and have covered a majority of the information he will need moving forward. We will be completed with the transition before our goal of July 1.

We continue to have a 7% increase in calls for service over this time last year. There continues to be an overall increase in the majority of our call types.

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

Our Wildland Team has been preparing for possible deployments starting June 3.

Our compliance rate with the state for our EMS data submission continues to be in the 90th percentile.

We have completed the required training on the State Naloxone Project. The Naloxone has been placed on all apparatus and ready for distribution.

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

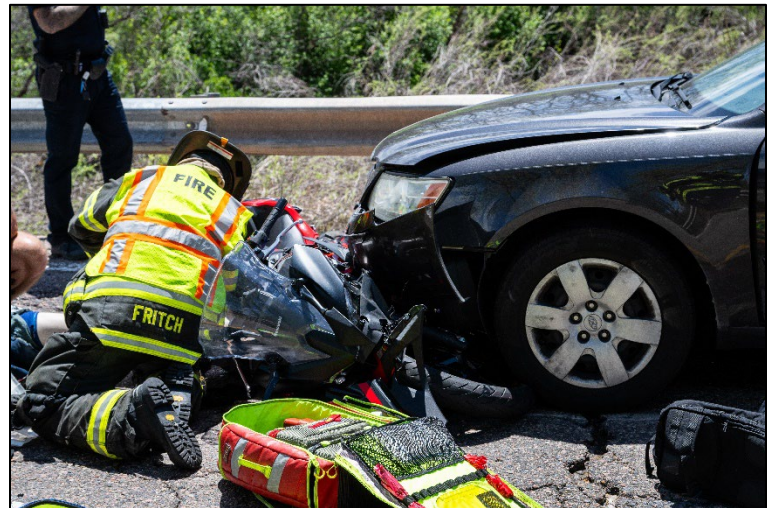
care facility. We continue to work with our medical director to show these outcomes by utilizing The Modified Rankin Score. We believe this data is the most comprehensive at this time for us to get the best information and continue to look at ways to improve patient care and outcome.

In May, members were involved in physical fitness for a total of 305.5 hours.



Rescue on the Rock

Motorcycle crash



Vehicle crash

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

With the discussion of a potential ballot measure this fall asking for a .2% increase in sales tax, we have been working with the Town Manager's Office as well as Finance on what this would look like for us. 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. There is much more work to be done on this effort if Town Council decides to move forward with the ballot measure.

Budget and administrative site work continues on the Station 156 construction project. We've continued to work on the site concept to include all elements previously identified, and are now moving forward with a survey so that we can begin the replat and rezone process. We published the RFP for an architect last month with submissions due in mid-June. Once an architect is selected, we will begin the design phase. Concurrently, we will also be working on getting approval for the rezone and replat of the property.

Wildland mitigation work on town-owned property was completed in the Timber Canyon subdivision. This area was approximately 14 acres in some pretty rugged terrain, and needs mitigation due to its proximity to the homes in Timber Canyon. This was part of our ongoing effort to address areas that were identified as Very High risk in our CWPP.

We will have a 4th of July fireworks show from the old Acme brick plant site. Working with Confluence, they agreed to allow us to shoot fireworks from their site, and we expect that this will be the only time, as they begin construction on their project. We are now working on putting the plan together to ensure a successful show.

Fire Chief Commentary:

Division Chief Oren Bersagel-Briese was promoted to Deputy Chief of Operations on May 1. As Deputy Chief Martin will retire on July 12, it was imperative that we complete a transition period between them to ensure continuity of operations. Congratulations Oren!

With Deputy Chief Bersagel-Briese's promotion, Captain Jeff Hood was appointed as the Acting Division Chief of Training. As there are currently a lot of moving pieces within the department, we will run a hiring process to permanently fill this position later this summer or early fall.

Congratulations Jeff!

Assistant Chief Craig Rollins gave his notice last month that his final day will be July 2. Craig has accepted a position with the United States Fire Administration as the Branch Director in the National Fire Data Center. While this is a significant loss for us, this is a huge gain for the national fire service as Craig will be a key player in the nationwide stand up and roll out of the new national

emergency response information system (NERIS). Congratulations Craig, and we wish you the best!

Lt. Patrick Richardson retired last month after 25 years of service to the department and community. Patrick was instrumental in developing our wildland fire response program, and served in a number of roles over the years. We wish him the best on his new adventure with the Washington Department of Natural Resources State Forestry as a crew boss!



Our Fallen Firefighter Memorial project continues to progress. We gave a presentation to Town Council, and we received positive feedback. The IGA has now been signed, and we will now move forward with design concepts which will lead to the development of a budget and construction process.

Douglas Regional Communications Center and South Metro Dispatch continued to test the CAD to CAD system. This connection will allow us to automatically pull any unit from South Metro (and theoretically Jeffco as they are already connected to South Metro) and vice versa for calls without the dispatcher having to physically call the other comm center for the unit. There are still a number of items that need to be addressed, but we are very close and should see this go live within the next couple of months.

Finally, I attended the Colorado Fallen Firefighter Memorial event in Lakewood on behalf of the department last month. Two more names were added to the Memorial this year bringing the total to 172. More information on the Colorado Fallen Firefighters Foundation can be found at COFFF.ORG. This Memorial should not be confused with the International Association of Fire Fighters (IAFF) Memorial located in Colorado Springs as they are two separate Memorials. The IAFF ceremony will be held on September 21.

Fire and Life Safety Division:
Division Chief Bart Chambers



Division Chief Commentary:

During the month of May, the Fire and Life Safety Division was working diligently to get through plan reviews, new construction inspections, business inspections and state mandated inspections. Along with the day-to-day operational elements of the division, staff has also been active with required training and trying to maintain services with having two vacancies. We are in still in the process for hiring another Fire Prevention Officer and a Fire Plans Examiner.

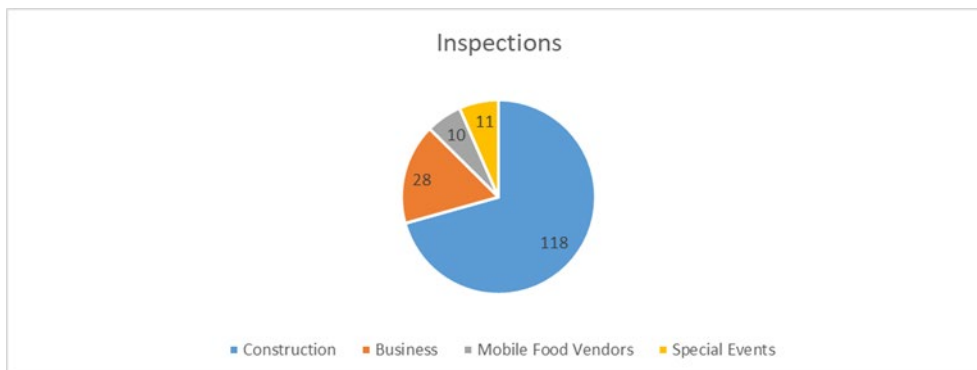
Safebuilt has been assisting in our needs to reduce the turnaround time as we have previously mentioned from last month. Our partnership with Safebuilt has provided an excellent relationship, and they now have three designated plan reviewers assisting in our needs.

With the ongoing information coming from the field as well as our internal and external partners, our education and enforcement to obtain compliance seems to be working. However, we are seeing an increase of unregistered fire protection personnel with the state. We are working with the Division of Fire Protection and Control on some of these issues to get compliance and turn over for further investigation.

We are also getting requests for defensible space inspections from home owners that are having issues with their insurance companies to verify they are in compliance with local and state requirements. This is a challenge and will be for now and into the future as we see state and local codes change addressing the Wildland Urban Interface concerns.

Division Fire/Law Enforcement Training: The division conducted 42 hours of training for the month of May.

Inspections: 118 Construction, 28 Business Inspections, 10 Mobile Food Vendors, 10 Special Events





Permits issued 24

Fees Received:

Inspection and re-inspection \$2,860.00

Mobile Food Vendors \$800.00

Plan reviews \$35,384.18

Brycer Cost Share Fees: \$4,116.00

TOTAL fees received: \$43,160.18

Complaints: 9 Citations: 4 CWPP contact hours: 21 CORA Requests: 1

Fire Prevention Customer Inquiries: 82 Stop Work Orders: 1 Fire Watch: 2

Fire/Investigations Responses: 6 and 4 follow ups

Training Division:

Acting Division Chief Jeff Hood



Division Chief Commentary:

One month in the books following the departure of our previous, prized Training Chief. Thank you, Oren. You might have heard this somewhere, but your service has exemplified the “return on investment” we have always striven for in the Training Division. You have turned our investments of time, energy, heart, and passion into invaluable memories and accomplishments that will leave a lasting impression on me, our team, and the community. As the Acting Training Chief, I am honored to lead this incredible team alongside our STOs and look forward to continuing our success.

Department Training: As a department, we completed 2,218 hours of training in May. Key trainings included department-wide water rescue training led by FF Ryan Hanley, where we enjoyed a simulated car-in-a-river rescue. Additionally, we conducted 20s drills and competitions, utilizing our integrated Bluetooth communications to direct blinded firefighters' hose streams. Other significant training included Mayday training, simulated arrival drills via SimsUShare, and wildland operations. Special recognition goes to Ryan for his exceptional effort in developing the water rescue training. It showed! Thanks, Ryan.

Special Operations Training: The rope rescue team hosted tech rescue team training at Mitchell Gulch, where they familiarized themselves with some of our newest equipment. They set up the Terradaptor high point, utilized mirrored systems, and conducted cliff-edge rescue operations.

STOs: STOs continue to be utilized by the operations and training divisions. They provided and facilitated dozens of hours of training, including multi-company evolutions, EMS training, and a fun team-building session at the Epic Adventure Tower.

Division Happenings: We had an opportunity to evaluate our new E-Saws on a realistic, shingled roof at our training tower, yielding valuable information. These findings will be discussed in a safety team meeting later this month. Additionally, we identified a potential active shooter training opportunity for June. Preparation for our Engineer process in June continues, with immense help from Lt. Patik and Eng. Gardner; thank you both! We are also investigating an exciting opportunity to acquire a residential structure for training. Finally, the training division piloted the new annual evaluation procedures utilizing UKG for the town.

CMCB: A reminder that professional development classes can be found on the homepage of Vector under "My Events." Please reach out to me before enrolling in any classes.

FTC Updates: We continue exploring the benefits of shingling our roof prop, with another re-shingling expected later this month. The WHP exterior stair project continues on track for late

summer/early fall. Our FTC maintenance team completed a water divert project to protect our integrated smoke machine and is working on a safety measure for our roof prop. They are also finishing power washing the tower's interior, which may not have been done since about 2006. Thanks to the team for their hard work!

Hiring Processes: Firefighter Murphy and Logistics are working with our recruits who have WMFR orientation on June 18.

We are currently working on the following projects:

- AENG/ENG processes and class
- Periodic reports in Vector
- CMCB
- Enterprise fund



Company level rope training

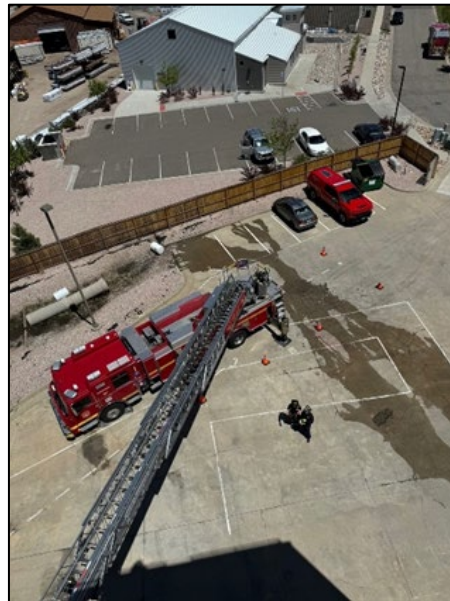
Water rescue training at Station 152



Epic training!



Multi-company drills



Logistics Division: **Division Chief Jim Gile**



Division Chief Commentary:

The activities in the Logistics Division during the month of May include:

- Bluetooth communication from MSA G1 air pack to the radios has been turned back on. Lt. Helle assisted in getting the air packs re-programmed and radios paired. After programming was complete, we had one pack at Station 155 that would not pair, it was troubleshot by Logistics and determined to be a radio issue.
- The Apparatus Team has continued to work on specifications for the next apparatus. In addition, an apparatus team round table discussion document was sent out along with the department survey that went to each shift. Work will continue in the refinement of the specification for the Quint 159 replacement.
- Work continued on radio replacement; further testing was completed and we worked with the vendor on refining the quotes for replacement mobile and portable radios. Although we will not be purchasing the BK radio, I believe it is, and will be, a very good platform. We have continued to help BK through the issues we found, which will make a better product for the future. BK, as a company, has been very responsive to things we have found, and to date we have identified and fixed six issues and have had four product engineers and two regional representatives on site. Each time a problem has been identified, BK has come with a solution and implemented the changes immediately.
- Station 156 build: The RFP for the project architect went out, and we have meetings scheduled in June for vendor Q&A on the proposal. Later in June will be vendor interviews and selection of the architect for the project.
- First-In MCU upgrades were performed across the department, adding specific units instead of the specialty unit catchall. This has also been upgraded and programmed into CAD. We have only had one report of a dorm room that was either missed or lost its programming. That has since been taken care of.

LEST Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of May, Landon has worked on/filled 30 PStrax uniform requests. In addition to this he has now taken on the medical oxygen ordering and Home Depot order approvals. Landon has also been learning the ins and outs of our radios and air packs so we can use him for necessary tasks in those areas. He has also assisted in the foam changeover providing the buckets and transportation for the old foam to be stored/disposed of.

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.

Units Ben has had through the shop or touched in May include, Units 118, 137, 140, 121, 141, 125, 101, 110, 111, 116, 102, 192, 182, 080, 082, 144, 120, 189, and 107. He had tracked a total of 150 hours charged to units during the month of May. In addition, Ben continues to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. Parts have begun arriving for this conversion. The new switch pods have arrived and been sent to Diversified Body for install onto the rear panel of the truck. Unit 082 continues to be at Front Range Fire Apparatus getting the pump rebuilt and a front control arm replaced.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for May are 5,587. Year to date is 26,103, and the total since we began the program is 288,607. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

Facilities projects	Medic for 2025 preparations
R&D Team projects	Station 153/154 landscaping planning
SCBA/radio communication project	Station 156 Apparatus:
Annual service and testing of equipment	Engine ordered
Radio replacements	Type VI contract completed
New apparatus replacements	Chassis delivered

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In May, we completed the legacy data upload to include all incident, apparatus, and responder data from 1/1/2018 through 11/13/2022. We now have a six-year data set in ImageTrend. That said, we still have a little QA work to finish. From February 2020 through March 2022, we were receiving incorrect incident alarm times from dispatch. At that time, we overwrote the errant data in StatsFD, but were unable to update the High Plains/E.I.S. database. We have provided ImageTrend a corrected incident alarm date/time file to correct the timestamp in ImageTrend. We anticipate this file to be loaded in early-mid June. Once that file is loaded, the legacy data project will be completed. At this point, everyone should have access to the [Continuum site](#) and be able to view the various dashboard and topics.

The 2023 update to the Standards of Cover (SOC) is essentially done, just finishing the final edits. Once completed, we will have some members of the Rocky Mountain Accreditation Consortium review it and provide their thoughts and questions. The SOC is scheduled to go to Town Council on June 18 for adoption.

The annual compliance report (ACR) is also complete, and will be uploaded once Town Council adopts the SOC.

If you have not heard, there will be a transition from the National Fire Incident Reporting System (NFIRS) to a new [National Emergency Reporting Information System](#) (NERIS). The USFA and Underwriters Laboratory, Fire Safety Research Institute (FSRI) are moving on to the next phase of the NFIRS to NERIS transition. In this next phase they will onboard several BETA agencies to help solidify the data schema, platform, and process. Executive staff briefly discussed applying to serve as a BETA agency for the NERIS role out, but elected to wait, due to the number of staffing changes coming in the next few weeks and months.

Lastly, the updated Emergency Operations Plan (EOP) goes to Town Council on June 4 for adoption. The EOP is an all-hazard plan, detailing roles, responsibilities, and how the Town responds during significant town-wide events or when Town resources are overwhelmed.

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

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