

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

February 2026 Monthly Report

Department News: A few pictures from Engineer Todd Lewis' retirement ceremony: presentations and last call from dispatch.



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

Deputy Chief Commentary:

With February being the driest and warmest on record, the wildfire danger was very high all month. This danger manifested into several wildland fire calls where CRFD played a significant role in other jurisdictions, as well as mitigated several fire calls within the district before they could become newsworthy. We upstaffed an extra brush truck when the weather aligned for a concerning day, and that unit (along with other CRFD units) ended up assisting Elbert County on a 5,800-acre fire. CRFD members also participated in several regional workshops aimed at responding to a conflagration-style event. With the weather holding a similar dry and warm pattern for the last few months, and low positivity that there will be a major shift in the next few months, this year will continue to present major concerns for the area.

Personnel: Congratulations to Engineer Todd Lewis, who retired on February 26 after serving 23 years with the CRFD. Todd contributed a lot to our organization, notably contributing to how our apparatus look, and most significantly, designing and leading our water rescue response program. With Todd's retirement, we congratulated Ryan Hanley on his promotion to Engineer! We'd also like to congratulate everyone who received awards at this year's department banquet, including the Unit Citations that were passed out.

EMS: The Handtevy mobile app contract is in the final steps, and we are hopeful to start using it soon. We also have new and updated agency guidelines, and Dr. McDaniel will be delivering training for their implementation. Spare Lifepack 35 monitors have been moved to FHQ, and FF/PM Dickson has built training kits for students and new hires. Congratulations to FF/EMTs Filatov, Robberson, and Sisson for completing their IV course! Lastly, please keep giving us great feedback through your EMS Shift Leads.

Special Operations: Leads continue to prepare for the upcoming regional Tech Rescue Academy and planning for this year's department-level trainings. We had great learning experiences during the drills at the water treatment facility. Thank you to the Training Division for setting those up.

Pipes and Drums: The band played at the department's annual banquet and at Engineer Lewis' retirement ceremony. BC Eric Morgenthaler also played at Arvada's annual banquet.

We are currently working on the following projects:

- Station 156 design
- SOG/Admin Directive updates
- Specialty station staffing plan
- Updating our bunker gear spec

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
February 2026...100%

Of the 12 customer survey cards we received in January, all had an overall rating of 5. Some of the comments we received were: *“The staff were courteous and respectful. The service was timely. They listened and responded accordingly to our needs. I thank them all.”* Another read, *“CR Fire is the best. You have picked me up 2 Sundays at church. I’m going to owe you some ice cream.”*

Operations Response Information

Report Key:	
BC = Battalion Chief	CH = Chief Officer
Q = Quint	SQ = Squad (rope and water rescue)
E = Engine	BR = Brush Truck
M = Medic	SMFR = South Metro Fire and Rescue
SAFE = Safety and Training Officer	FLSD = CRFD Fire and Life Safety Division

Call Statistics:

For February, we responded to 532 calls for service. For the year, we have now responded to 1,153 calls, which is 49 more than at the same point in 2025. We averaged 19 calls per day for the month.

Of the 532 calls this month, 12 were fire-related, 24 were considered hazardous in nature, 84 were public service (including alarms and citizen assists), 339 were EMS calls (including motor vehicle crashes), and the remaining were miscellaneous. In February, we transported 269 patients to area hospitals, with 216 transported to Castle Rock, 40 to Sky Ridge, and 13 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 492 responses	E154 with 235 calls	M154 with 180 calls

Significant Incidents:

In February, CRFD responded to 12 cardiac arrests.

A Shift:

- February 4: BC151, Q151, Q155, E152, E154, M154, M155, SAFE151 responded to a motor vehicle crash with extrication.

B Shift:

- February 24: BC151, CH151, CH156, CH158, E152, BR151, BR154, M151, SAFE156 responded to a major wildland interface fire in Franktown.

C Shift:

- February 17: BC151, CH156, BR151, BR153, SAFE151 responded to a major wildland interface fire in Elbert County.
- February 22: BC151, Q155, M151, SAFE151 responded to a residential structure fire in Franktown.



Extrication on I-25



Structure fire in Franktown



BC Butts as Command of Elbert County fire



Sneak peak of E156



Leadership retreat participants



Engineer Lewis' retirement ceremony

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Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Congratulations to all of our members who received awards at the Annual Awards Banquet on February 7. Of particular note were the 25 years of service awards to BC Jason Butts, Lt. Seth Roan, Engineer Brad Shefsick, and recently retired Firefighter/Paramedic Mike Zukowski as well as a 35 years of service award for Admin Volunteer Tammy Denhard. Great job to all!

Douglas Land Conservancy (DLC) approved the scope of work (SOW) from the Colorado State Forest Service (CSFS) for mitigation of about 23 acres of the forested portion of the Metzler Family Open Space along Crowfoot Valley Road. We have awarded a contract, and they will start in March. CSFS advised there was a significant amount of beetle kill and infestation, so that will be the primary focus to start. The contractor is confident that the project can be completed by March 31 ahead of migratory nesting bird season. Channel 7 also ran a story about it,

[Castle Rock to begin wildfire mitigation work at Metzler Family Open Space.](#)

We are taking the Station 156 and Logistics construction project to the March 3 Council meeting to obtain Council approval. We have secured all of the necessary funding, are finishing up plat and construction drawing approvals, and will begin construction hopefully sometime in March. We have also scheduled the official ground breaking for April 8 at 1600 hours on site. More info will follow on this event.

Fire Chief Commentary:

Due to continued dry weather conditions, we remain in Stage 1 Fire Restrictions along with Douglas County. There is no significant relief in sight in the long-range forecasts, and we will continue to closely monitor conditions for any changes. We have seen a number of wildland fires this past month, and are working closely with our fire service partners and National Weather Service as well as Douglas County OEM to ensure an adequate response to any wildland fire starts.

Bob Norton, with Norton Development Group, conducted a two-day foundational development class in February where we revisited our vision, mission, and values and developed a common operating picture/philosophy for the department. At the conclusion of the class, we had developed a new vision statement, adopted new values, and eliminated the mission statement. We are beginning the implementation phase and are meeting with every member of the department to provide the “why” of what we are doing. We continue working on position expectations for each position as well as scheduling additional classes and training opportunities.

Finally, I attended the Douglas County Planning Commission hearing for a new helicopter hanger and joint training facility. This will be located at the Douglas County “track”, or EVOC, and is just south of the current temporary facility. This will provide a permanent hangar facility for the contract helicopter while also improving training opportunities for a number of agencies.

Fire and Life Safety Division:

Division Chief Kevin Sullivan



Fire and Life Safety Division Summary:

Throughout February, the Fire and Life Safety Division continued advancing operational readiness and code compliance initiatives through targeted coordination, program development, and response support.

Division staff began participating in the state-mandated Mobile Food Vendor (MFV) reciprocal permit program, improving consistency in permitting and inspection expectations for vendors operating across jurisdictions.

Fire Department and Building Department members met and established the Colorado Wildfire Resiliency Code for the Town, strengthening local wildfire mitigation standards and supporting long-term community resiliency.

Division personnel also supported incident and investigative operations, responding to multiple calls for service and associated follow-ups during the month.

Community Outreach & Public Education:

In February, CRFD's Life Safety Educators made in-person contact with 135 people through 9 public education/community events totaling 6.25 hours of education (47 children, 88 adults, and a few dogs). In addition, CRFD reached 15,321 people digitally through HOA email distributions.

February CRR messaging emphasized "Close Before You Doze"—closed bedroom doors and compliant fire doors to slow fire/smoke spread and improve survivability. Staff produced and shared a Close Before You Doze video, delivered two hands-only CPR classes for Town staff (38 participants; 100% reported feeling comfortable performing CPR; 93% would recommend), hosted Guide Dogs for the Blind, continued Safer Senior presentations at Reyn Rock, strengthened wildfire evacuation messaging coordination with DCSO PIOs, began outreach with Unity on Park/Wellspring/DCHP, launched a retiree webpage, and completed 11 car seat checks, correcting two installation errors.

PulsePoint Monthly Active Users (MAUs):

During January 2026 (reporting is one month in arrears), 1,850 users following CRFD on the PulsePoint app enabled CPR alerts and there were 6,519 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

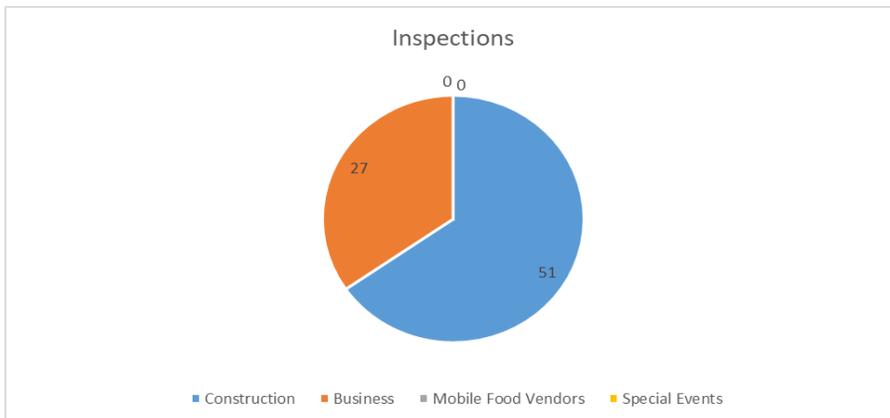
Social Media:

During the month of January (reporting is one month in arrears), the CRFD Facebook posts reached 22,001 people. Posts were shared 6 times during the month and post interactions came in at 529. Our highest reaching posts were about the retirement of Mike Zukowski, reaching almost 17,000

people. The next two highest posts were our 2025 stats and the new DougCo Alert system, which was a collaborative post with CRPD.

Training Activity: February 2026, Fire and Life Safety Division personnel completed documented training sessions supporting fire prevention, investigations, community risk reduction, and operational readiness.

Training activities included required annual refreshers, professional development courses, and role-specific instruction to ensure members remain current with regulatory requirements, evolving best practices, and departmental standards while supporting CRFD’s overall mission readiness.



Construction	51
Business	27
Mobile Food Vendors	0
Special Events	0
TOTAL	78



Development Services Plan Reviews:	43
System Specific Fire Plan reviews:	27
Special Event Plan reviews:	0
TOTAL	70

SQ FT Inspected: 2,414,355

FEES RECEIVED	
DS Plan Reviews	\$ 4,149.79
System Plan Reviews	\$ 8,522.32
Inspections and re-inspections	\$ 4,275.00
Brycer	\$ 2,690.00
MFV	\$ -
Special Events	\$ -
TOTAL	\$ 19,637.11

Complaints: 1 Citations: 0 CWPP contact hours: 0

CORA Requests: 10 Fire Prevention Customer Inquiries: Ongoing

Fire / Investigation Responses: 8 Responses and follow-ups

Unmanned Aerial Vehicle Flights: 9 Development Services Meetings: 36

Stop Work Orders: 0 Fire Watch: 9 Permits Issued: 26 Permits Closed: 16

Up close so kiddos are not afraid



Guide dogs for the blind in training at Station 151



Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: Members completed 2,759 hours of training in February, maintaining strong training output despite a busy operational month with increased wildland response due to recent weather. February's focus remained centered on operational readiness through high-risk, low-frequency problem sets, including building construction recognition, elevator rescue proficiency, and confined-space training delivered in a real-world operational facility.

Bowstring Construction Walk-Through (414 Wilcox St.): Members completed a walk-through of a bowstring construction building while it was exposed during construction, providing a rare opportunity to review legacy construction features that remain a hazard in our district. Credit to the Training Officers for identifying and coordinating this opportunity and ensuring members could see and discuss key considerations before the opportunity was no longer available due to construction progress.

Elevator Rescue Training: The Training Division completed department-wide elevator rescue training to support the increasing operational demand driven by continued new construction and a growing number of elevators in the district. Training reinforced elevator system awareness, safe control of elevator movement, common entrapment problem types, and coordinated rescue actions between the car, hoist way, and machine/control areas.

Confined Space Training at Water Department: The Training Division continued leveraging the Water Department partnership to deliver department-wide operations and technician-level confined space training. Training in real environments has improved the quality and realism of these evolutions compared to simulated setups.

Shift Training Officers: STOs continued to lead and deliver hundreds of hours of shift training, including completion of Rescue Group Supervisor training to better define roles and responsibilities on critical incidents. STOs also delivered stress inoculation drills with mayday components, supported continued RQI rollout, continued to support the 25-02 hiring class's integration into Operations, and assisted our new acting lieutenants through their task book process.

Other Division Happenings:

- The lead engineer team continued refinement and planning for the upcoming Acting Engineer Academy.
- Began coordination with CPS to develop the June Engineer promotional process.
- Completed final feedback interviews with all Lieutenant promotional process candidates and captured input to inform the Engineer process design.
- Continued planning efforts to host Greg Cassell's Hospital Area Command (HAC)

concept presentation with hospital partners, Douglas County OEM, and neighboring agencies.

- Began coordination with the HazMat Team for the upcoming department-wide HazMat training.
- Coordinated with Operations regarding drone video and streaming integration for incident support.
- Began hiring process for our 2026 Academy.

Look down at the confined space rescue operation



Confined space operations training



Elevator rescue training



Logistics Division:

Division Chief Jeff Wenzel



Division Commentary and happenings:

February was a productive and equipment-focused month for the Logistics Division, with several major fleet additions, maintenance completions, and system updates across the department. We officially received the following vehicles and they have been scheduled for the final stages of upfitting:

- Training Assistant Chief Truck
- EMS / Special Operations Truck
- EVT Truck
- Logistics Technician new truck
- New BC Truck.
- Engine 156

These additions significantly enhance operational capability, fleet reliability, and support across all divisions.

Fleet maintenance remained a priority this month. We successfully completed chassis service on Brush 152, 153, and 154, ensuring readiness as we continue responding to wildland calls. Additionally, the KME Quint had all service completed, Engine 152 had numerous service calls answered, and we completed the upfit for Medic 139 and 140, replacing Medic 154 and 151.

Department-wide flow testing was completed in February, confirming regulator and SCBA performance across the fleet. Additionally, all extrication equipment was tested, cleaned, and inspected, verifying operational readiness and maintaining safety standards. Two items failed inspection and will be repaired and returned to units the first week of March.

Uniform distribution is progressing as planned. We received the new 150/250 duty shirts, with distribution scheduled to begin in March.

We are pleased to report that EVT Walter has returned from his time off and is currently working in a light-duty capacity. He has already begun assisting with several administrative projects, including the development of a comprehensive rig check program for the Service Truck, which will enhance accountability and operational readiness.

Station assessments have been completed, and actions have already begun on several identified items. These improvements will continue in a phased in approach to address priority needs.

Technology and account management systems were also reviewed this month. The HAAS Alert, ExpressToll, and AT&T FirstNet systems have all been reviewed and updated to ensure accuracy and proper fleet alignment.

Overall, February reflected strong forward momentum in fleet management, equipment readiness, infrastructure assessment, and administrative improvement. The Logistics Division remains focused on enhancing operational support and maintaining high standards of service for the department.

Upcoming actionable items for Logistics:

1. Complete out of service flow chart for Engine, Quint, Medic and Command units.
2. Schedule and complete PPE testing to ensure NFPA 1850 compliance.
3. Complete upfit on Fouts Engine.
4. Pick up Brush 156

New trucks to put into service



New medic unit



New 250/150 shirts



Coming back, desk work for now



Continuous Quality Improvement: **Accreditation Manager Katt Walsh**



This month, I would like to share additional information and a brief refresher highlighting the value of accreditation, and providing insight into some key performance measures we monitor and report.

Why so much Data in Accreditation:

Only approximately 1–2% of fire departments across the United States achieve Commission on Fire Accreditation International (CFAI) accreditation. Castle Rock Fire and Rescue is proud to be among this select group. This distinction represents a highly respected benchmark for operational excellence within the fire service. The CFAI accreditation process evaluates agencies against more than 250 performance indicators that assess key areas of operations, ensuring departments demonstrate strong leadership, effective service delivery, continuous improvement, and a commitment to community safety.

Performance measures such as turnout time, travel time, on-scene time, patient transport time, and the interval from unit arrival to call clear are essential indicators used to evaluate the effectiveness, efficiency, and reliability of fire and emergency service delivery. These metrics provide measurable insight into how well a department meets its mission to protect life, property, and the environment.

Collectively, these performance measures allow the department to analyze trends, identify opportunities for improvement, and support data-driven decision-making. Within the accreditation framework, consistent monitoring of these metrics demonstrates accountability, transparency, and a commitment to continuous quality improvement. By regularly evaluating performance data, the department can ensure resources, policies, and training programs align with community needs and national best practices.

Everyday dedication, energy, and commitment during every call for service continues to support our mission to continue to lead in industry standards and community safety.

The benchmarks we measure are not just numbers; they reflect the daily actions of our personnel. From prompt turnout to effective incident management, each step taken by our crews contributes to meeting performance goals and ensuring the highest level of service to the community. The efforts of our line personnel are a critical part of maintaining the standards that define our department.

Performance Measures Explained:

As mentioned above, CFAI evaluates agencies against more than 250 performance indicators. Here are some of the top performance measures reviewed for station and department readiness and efficiency.

Turnout Time: Turnout time reflects personnel readiness and the swiftness at which crews begin responding to an incident. From the sound of the tones, to when the first apparatus goes into an enroute status.

Travel Time: Travel time evaluates how quickly units arrive on scene and helps assess station placement and resource deployment. Measured from the moment a unit updates their status to enroute, to arrival. The travel time for the first unit on scene is reviewed, as well as when an effective response force is on scene.

On-Scene Time: On-scene time measures the duration required to manage and resolve incidents, offering insight into operational efficiency and resource utilization. Patient transport time helps evaluate the timeliness and coordination of emergency medical care, supporting improved patient outcomes.

Arrival Time, to Call for Service Clear: The interval from unit arrival to call clear, indicates the total time required to resolve an incident and return resources to service, helping departments monitor workload trends and maintain readiness for future emergencies.

Dispatch Time, to Call for Service Clear: This measures the total duration of an emergency response, beginning when a unit is dispatched and ending when the unit becomes available for the next call. This performance measure captures the entire operational lifecycle of an incident, including turnout time, travel time, on-scene operations, patient care or incident mitigation, and the process of returning to service.

Finally, I would like to close with a quote from a poster in my office: *“In order to become the 1%, you must be willing to do what the other 99% won’t.”* While the original author is unknown, the message serves as a meaningful reminder that Castle Rock Fire and Rescue is part of that 1% of agencies that have achieved accreditation. It is the continued dedication, professionalism, and commitment to one another, and the community we serve that allows us to maintain this high standard of excellence.