

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency Since 2012*

## May 2025 Monthly Report

**Department News:** Sparky in the community!



**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:**

We are excited to congratulate Steve Coffin on his promotion to the new position of Assistant Chief of EMS and Special Operations! This is the first new administrative support position that the Operations Division has seen in nearly 20 years, and it has oversight of both our EMS and Special Operations programs. With a new position comes a lot of learning and development, and Steve has already shown that we will realize great value in having someone with his passion lead these important pieces for our department. The Lieutenant opening that was created with his move has been filled by Kevin Travis, and we are looking forward to working with him in his new role.

As this new position unfolds, we would also like to acknowledge the work and leadership that Capt. Mike Moore has poured into our EMS program for the last decade. Mike has led all aspects of our EMS program, devoted his time to mastering this role, and has kept this department on the leading edge. He has worked countless extra hours to ensure that our members have what they need, and we wouldn't be where we are today without Mike.

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EMS: This month saw the first meeting of our new EMS Working Group, which is charged with looking at ways to improve and modernize the culture surrounding EMS in our department. This group is built with a balanced group including members at all ranks and with different EMS certifications. A sub-group has been created to work on the infrastructure to build out a more robust EMT transport program. The discussions in that first meeting were vulnerable and trusting, and we look forward to more conversations during the monthly meetings. We have also renamed the PI team to the EMS Leadership Team, who will also help with the changes recommended by the Working Group.

In other areas of EMS, the automatic medication dispensing system went live this month and has made it an easier, more secure process for our members. We also met with the leadership team at Banyan to better understand how they operate and to share steps that will make the incident experience better for the patients. Lastly, we independently met with the senior leadership from both Sky Ridge Medical Center and Advent Castle Rock, as we continue to build those relationships to support our operations.

Special Operations: This year's 12-day technical rescue school concluded with four CRFD members completing the training. It was a collaborative effort between CRFD, South Metro, and West Metro, and the feedback we've received from the school's instructors has been that CRFD had a strong group of people who showed great attitude and skill. We are also working on some upcoming Active Threat training, as well as improving our operations on big-rig extrication scenes (trash and dump trucks, etc.). In other news, our Water 152 vehicle has some major engine damage and will be out of service for an unknown extended period of time.

Pipes and Drums: May was a busy month for the band, with performances at the Colorado Law Enforcement Memorial, at the Colorado Fallen Firefighters Memorial, and at the Douglas County Commissioner's meeting in honor of Dale Erickson – a 94-year-old Korean War veteran.

We are currently working on the following projects:

- Station 156 design
- SOG/Admin Directive updates
- Updating the administrative area of FHQ
- Station 155 updates for M155
- Researching new traffic preemption systems

We also:

- Completed the annual retreat with the Battalion Chiefs
- Attended the Command Staff meeting
- Conducted a BC ride with B-Shift
- Participated in an R&D meeting
- Taught at Leadership Douglas County and Aurora's Fire Officer 2 class

### **Customer Service:**

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time  
**May 2025...100%**

Of the 20 customer survey cards we received in May, all had the highest overall rating of 5. Some of the comments we received were; *"Thank you so very much for taking such great care of me! I was so scared & your whole team was amazing!"* Another read; *Thanks for the caring & professional service. Paramedics very well trained & functioned as a team."* Another read; *"The EMT who helped me was outstanding. Sorry I don't remember his name but hopefully you have it in your records. He's a role model for CR Fire & Rescue."*

### **Call Statistics:**

For May, we responded to 622 calls for service. For the year, we have now responded to 2,932 calls, which is 72 more than at the same point in 2024. We averaged 20 calls per day for the month.

Of the 622 calls this month, 3 were fire-related, 40 were motor vehicle crashes, 62 were service in nature, 362 were EMS calls, 69 were good intent calls, 52 were alarms, and the remaining were miscellaneous. In May, we transported 278 patients to area hospitals, with 213 transported to Castle Rock, 50 to Sky Ridge, and 15 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta154 with 438 responses	E154 with 228 calls	M154 with 210 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:**

In May, CRFD responded to 11 cardiac arrests and no other significant reportable incidents.



Automated medication dispensing system



BC retreat



Dog rescue from under porch



Clinical Save Award presentation (1/8/2025)

## **Administration Division:**

### **Fire Chief Norris Croom**

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

As General Patton said, "You can't adjust the circumstances to meet the plan. You have to adjust the plan to meet the circumstances." And that is where we are with CAD to CAD. While we were hoping to go live with South Metro's CAD in early May, additional issues arose that have now delayed this effort at least into June. Once we are able to make it work, this will allow us to automatically dispatch their units (and vice versa) to calls thereby speeding up the dispatch and response times and eliminating the need to physically call their comm center to ask if the unit is available. Generally, it will also assign the closest unit regardless of jurisdiction, again, in an attempt to improve overall response times. We do expect some challenges once we go live, but we're hoping we have most of these resolved with the additional delay.

With the resignation of Logistics Chief Gile in May, Deputy Chief Bersagel-Briese and I have been working with Ben, Landon, and Max to ensure they have what they need to keep everything moving forward. Generally, I'm helping with Facilities and DoIT issues, and DPC Bersagel-Briese is assisting with Fleet and Equipment. The Logistics Team is doing a great job, and we would ask for continued patience as we work through different fleet and facilities issues. We hope to advertise for a new Logistics Chief, in conjunction with the vacant Fire Marshal position, in June or July.

As part of our Emergency Management responsibilities, we attended the kick-off meeting for the Douglas County Hazard Mitigation Plan. The Town has participated in this plan in the past, and this is the required update that will be adopted in 2026. The intent behind the plan is it "will make Douglas County and its jurisdictions more resistant to damages from natural disasters. The plan update is essential in ensuring eligibility for future FEMA Hazard Mitigation Assistance (HMA) funding and will be updated with the support of our contract consultant throughout the year. The planning process will culminate with a full draft submitted to the Division of Homeland Security and Emergency Management (DHSEM) by May 2026."

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

As we are currently limited on available bay space and with new apparatus arriving, we have begun looking into leasing a "garage condo" to be able to store new apparatus and equipment indoors until upfit and in servicing can occur. We recently had a new staff vehicle suffer approx. \$2700 worth of rodent damage after it got into the engine compartment and ate wiring and insulation. In addition, we don't want any new apparatus damaged by our typical summer hail storms, so having a storage unit to put them in should resolve both of these issues. The current goal is to have a space leased by the end of June.

We continue to work with Facilities to begin the needed improvements at Station 155 to accommodate the addition of Medic 155. This will involve an additional bunkroom and modified bathroom facilities, and it now looks like this won't be completed until August. However, this will not

delay the inservice of Medic 155 as we are looking at options to accommodate it at 155 or relocate it to 152 to start.

Finally, I attended the Colorado Fallen Firefighter Memorial in Lakewood on May 17<sup>th</sup> on behalf of the Department and as part of the Colorado Emerald Society. For the first time in recent memory, NO names were added to the memorial this year. While that is the ultimate goal, we know that this is difficult to achieve, and we are grateful to have met that goal at least for one year.



**Fire and Life Safety Division:**  
**Acting Fire Marshal Kevin Sullivan**



**Fire and Life Safety Division Summary:**

**Programs and Operations:**

- The Car Seat Pilot Program has launched and is active. Twelve appointment-based car seat check requests were received in the first month. Area hospitals and partner agencies were notified of the new scheduling process. This pilot program will be reviewed in four months.
- The Open Burning and Recreational Burning Guidelines were completed and distributed. A one-page summary guide is in development.
- FLSD flew the drone to document lateral academy training.
- The Division met with the lateral recruits to provide an introduction to the Fire and Life Safety Division and to explain the critical role that fire prevention and public education play throughout the department's operations.
- In May, the Fire and Life Safety Division hosted a contractor luncheon to strengthen relationships with local fire protection system contractors. The event provided updates on code requirements, inspection expectations, and submittal processes. Contractors responded positively, and the open dialogue helped clarify common issues and improve communication. As a result, the Division has already seen improved compliance and fewer repeat deficiencies. Continued outreach efforts like this will support higher quality installations and stronger collaboration moving forward.



**Plan Review Activity:**

- FLSD processed and reviewed over 158 fire protection-related projects in May, including tenant finishes, fire alarm and sprinkler systems, access control, CO2 systems, and new construction across various occupancies such as healthcare, education, commercial retail, restaurants, and worship facilities.

### Community Risk Reduction and Public Education:

- 15,104 digital contacts were also recorded.
- The May safety focus was lithium-ion battery safety.
- Car seat technicians conducted 26 checks (21 rear-facing, 4 forward-facing, 1 booster), correcting four installation errors.

### Life Safety Educators:

For the month of May, CRFD contacts:

- 1,761 people through 12 different public education and community events totaling 13.25 hours of education. This broke down to 1,175 citizens with Sparky and 586 citizens with line and/or educators only. Sparky attended three schools during the month of May. Of the citizens we made contact with in May- 1,285 were children (18 years of age or younger) and 476 were adults.

### May Public Education Highlights:

- May's educational message was lithium-ion battery safety.
- As a sendoff into summer, Sparky visited students at Academy Charter, Meadowview and Castle Rock Christian School during the month of May.

### PulsePoint Monthly Active Users (MAUs):

During April 2025 (reporting is one month in arrears), 1821 users following CRFD on the PulsePoint app enabled CPR alerts and there were 6415 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

### Social Media:

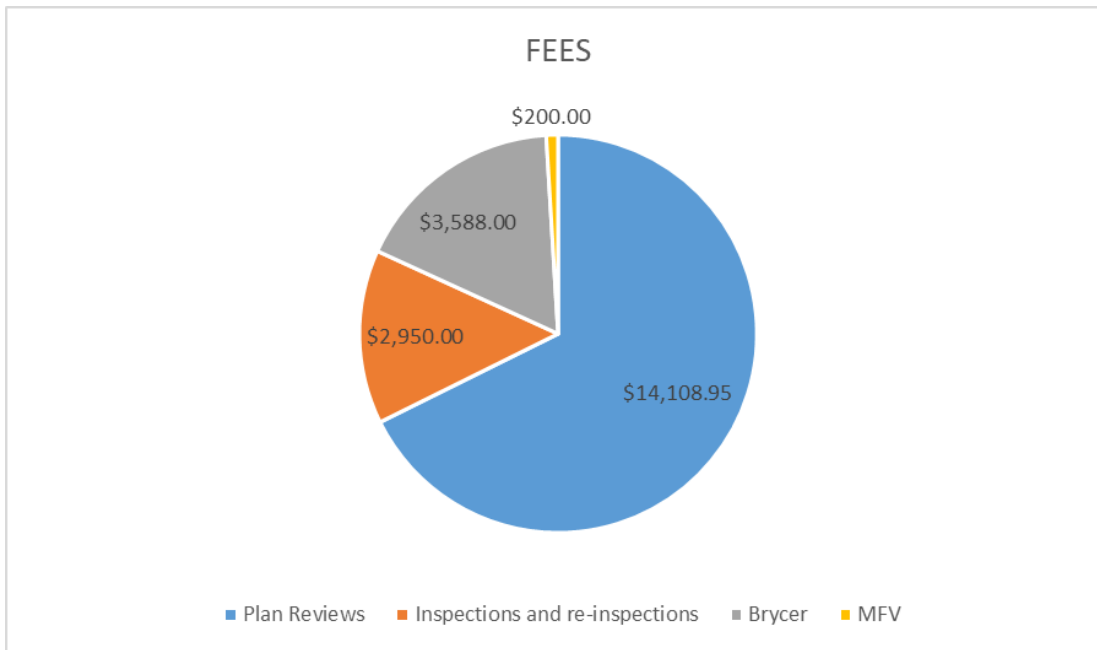
During the month of April (reporting is one month in arrears), the CRFD Facebook page reached 42,795 people. Posts were shared 201 times during the month and post engagements came in at 5,704. Our next three highest reaching posts were about a dumpster fire, Clinical Save Award, and our 130<sup>th</sup> birthday.

Complaints: **0** Citations: **0** CWPP contact hours: **0** CORA requests: **2**  
Fire Prevention Customer Inquiries: **108** Stop Work Orders: **2** Fire Watch: **2**  
Fire/Investigation Responses: **4** Permits Issued: **27** Permits Closed: **46**  
Unmanned Aerial Vehicle flights: **4** Development Services Meetings: **27**

### Fees brought in from the Division:

FEES RECEIVED	
Inspections and re-inspections:	\$2,950.00
MFV	\$200.00
Brycer	\$3,588.00
Plan Reviews	\$14,108.95
<b>Totals</b>	<b>\$20,846.95</b>





Fire pump testing



Teaching at the lateral academy



## **Training Division:**

**Division Chief Jeff Hood**

### **Division Chief Commentary:**

May was a busy and productive month for the Training Division, with 4,050 training hours logged—our highest total of the year so far.



**STO Promotional Process and Transition:** To facilitate internal moves before the early June shift bid, the Training Division developed and executed a promotional process for the B-shift STO position. We're pleased to welcome Steve Patik into the role and want to extend our deepest gratitude to outgoing STO Adam Gallegos. Adam has contributed to the division in multiple capacities for the past 5 years. His role in helping to stand up the STO program was instrumental, and the division would not be where it is today without his efforts.

**Lateral Academy Update:** The Lateral Academy continued through May and remains on track to conclude in June. Though we had one candidate step away, the remaining nine recruits are progressing well through a demanding curriculum. These long days of training are the result of combined efforts by Training Division staff and instructor cadre personnel, and we're grateful for everyone's contributions. Recruits are working hard to absorb CRFD-specific operational expectations while refining foundational firefighting skills. Graduation is scheduled for Friday, June 13, at 1800 in the classroom facility, with a goal of all nine recruits starting shift work on June 16.

**New Hire Process:** The department received approximately 680 applications for our upcoming Firefighter hiring process, an encouraging increase during a time when many departments are experiencing a decline in applicants. After narrowing the pool to roughly 90 candidates, interviews are scheduled for early June. We're optimistic not only about the number of applicants but also the caliber of candidates CRFD continues to attract. This recruitment success is due in part to recent pay adjustments made to ensure our compensation remains competitive across the metro area. Special thanks to Fire Chief Croom, Town Manager Corliss, and others who supported this initiative.

### **Other Division Happenings:**

- Department-wide wildland training was conducted. Crews focused on sharpening their skills of deploying hose to simulate catching and controlling a wildland fire, to prevent open area fires from escalating into urban interface incidents that could threaten homes in Castle Rock.
- We coordinated with Cooperative Personnel Services (CPS) to oversee the upcoming Lieutenant promotional process and began initial planning for two Division Chief vacancies.
- Work continued with the Special Investigations Unit (SIU) to develop a fire behavior class scheduled for July 10 that will utilize realistic burn cells.
- A pressure-reducing valve (PRV), matching those found in town, was installed on the standpipe at the training tower to better simulate real-world conditions.

- The Tee Lane Fire After Action Review continued to gain national recognition and positive feedback from fire departments across the country.
- The Training Division supported the Leadership Douglas County Fire Day.
- RQI in-service training continued across all shifts.
- We hosted a CMCB Engineer Practical for aerial and pumper certifications. Acting Engineers Venafo, Kormen, Voit, Morey, and Derington successfully completed their certifications.
- The training division completed a field audit of CMCB practical tests.

#### Lateral academy training



Classroom

Extrication



Ventilation





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



The 2024 updates to the Standards of Cover (SOC) and Annual Compliance Report (ACR) are nearing completion, with a final draft of the SOC to be presented to Town Council by Chief Croom in July.

Year over year, a 4.2% increase is anticipated based on data collected from 2020 to 2024. While call volume in 2023 was lower than expected, it rebounded in 2024, with a total of 7,068 calls for service. This represents a 5.7% increase over 2023.

From January to May 2025, CRFD has maintained a similar call volume compared to the same period in 2024.

Please follow the below link to see all of the May 2025 stats, and please don't hesitate with any questions.

Link to the draft monthly status report

[ImageTrend monthly data](#)



TRAIN TO EXPECT THE UNEXPECTED

"Saving Baby" by illustrator Paul Combs