

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

January 2025 Monthly Report

Department News: Badge/Promotional ceremony



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
January 2025...100%

Of the 15 customer survey cards we received in January, all had the highest overall rating of 5. Some of the comments we received were; *"We are so incredibly grateful for the lighting speed that they arrived to our house. Even as parents to 4 boys nothing prepares you for the emergency of a baby biting something foreign. We are so thankful for their care & speed!"* Another read; *"Thank you to everyone who came to my house when I was sick. I was so embarrassed that I couldn't walk and ya'll had to carry me out on that tarp! Whoever recognized my husband at the hospital a few days later and asked how I was feeling – thank you! It's not like Law Enforcement families enjoy calling the Fire Department! Kidding! Kind of, sort of, seriously, thank you for making sure I was comfortable once in the ambulance. I really hope I never have to call again though."* Another read; *"Thank you for the help of caring for my 90 yr. old dad – the group was wonderful –love these guys!"*

Call Statistics:

For January, we responded to 582 calls for service. For the year, we have now responded to 582 calls, which is 55 less than at the same point in 2024. We averaged 19 calls per day for the month.

Of the 582 calls this month, 3 were fire-related, 46 were motor vehicle crashes, 76 were service in nature, 312 were EMS calls, 57 were good intent calls, 69 were alarms, and the remaining were miscellaneous. In January, we transported 277 patients to area hospitals, with 210 transported to Castle Rock, 59 to Sky Ridge, and 8 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta154 with 425 responses	E154 with 225 calls	M154 with 200 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:

- January 3: BC151, Q155, M154 responded to a cardiac arrest.
- January 20: BC151, Q151, M153, HM153, SAFE151 responded to a car into a house.

B-Shift:

- January 8: BC151, E152, M151 responded to a cardiac arrest.
- January 12: BC151, E152, M151, SAFE151 responded to a cardiac arrest.
- January 13: BC151, E154, M154 responded to a cardiac arrest.
- January 19: BC151, Q151, M151 responded to a cardiac arrest.
- January 25: BC151, Q151, M151 responded to a cardiac arrest.
- January 30: BC151, E154, M154 responded to a cardiac arrest.

C-Shift:

- January 5: BC151, E154, M154 responded to a cardiac arrest.

Deputy Chief Commentary:

As we enter this new year, we are excited about the opportunities and changes that are coming – specifically, the addition of Medic 155. Planning is well underway for the first new medic to be added to our department since Medic 153. We are working with the Station 155 crews to try to get everything that they need in the station to accommodate two more people every day, and we are also working with Logistics to increase the number of bunkrooms and shower facilities. Along with those changes, we are also seeing impacts to Station 152 with the addition of a new mechanic. Until the new Station 156/Fleet Facility opens, we will commit the full third bay at 152 to the mechanics to work on our trucks. This means that when a reserve engine is available at the station, Engine 152 will have to back into quarters. While all of this is great stuff to be working through, they all still have impacts to the crews and the stations, and we appreciate everyone's support and understanding as the changes are happening.

Personnel: We would like to officially welcome Travis Wrenn, Sarah Rucker, and Nicholas Adams into Operations and we are excited to see them on shift. Early in the month, we conducted a shift bid process to fill a couple of openings and to find assignments for the three new members. Towards the end of the month, we had a badge ceremony where Derek Wehling officially received his badge – along with several members from the FLSD and Training. We'd also like to thank everyone who helped put that event on, including the Pipes and Drums Band and the Honor Guard.

Special Operations: Our Wildland Team deployed Brush 155 to assist with the California Fires for 19 total days (including travel). The crew worked in several capacities, including initial attack for the

area and assisting recovery efforts on the Eaton Fire. We also met with Training to discuss how we'll move forward with Special Operations training.

EMS: The inclusion of the LUCAS devices on E152 and Q155 has already proved beneficial with both units using the devices on CPR calls, and Q155 successfully resuscitating two individuals. Dr. Gene Eby has retired from his role as the area EMS Director with the Advent hospitals, and we would like to thank him for his guidance and support over many years. We look forward to continuing a great relationship with Dr. James Kempema, who has already stepped into that role.

SOG, Memo, and Administrative Directive Updates: After reviewing of all of our memos, we have rescinded most of them because they are no longer applicable. For those that we have kept, most of the content will be incorporated into other Administrative Directives or SOGs. We are looking to have that work completed by the end of February.

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
- Obtaining an automatic medication dispensing system



Pictures from the California wildland deployment



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Work continued on Station 156 as it relates to design and site work. We are still finishing up some survey work so that we can start working on the rezone and replat of the property. We issued a RFP for a CMGC in January, and received eight submittals. We will review the submittals and then conduct interviews of selected firms in February with the goal of having a CMGC on board by early March.

We met with Mr. Corliss and other town staff about 4th of July events for this year as well as in 2026. After discussing potential locations for fireworks, we received permission from Tony DeSimone to use the Brickyard site for fireworks again this year. However, this will be the last year we will be able to use this site as construction is expected to begin later in the year which will render the site unusable for future fireworks. For 2026, the 250th birthday of the United States and the 150th birthday of Colorado, we will be looking at other options for a fireworks show to include locations, sizes and types of shells, type of show, and coordination with other town events.

Due to the wildland fires in southern California, a significant amount of time has been spent on responding to questions about the Town's ability to respond to a similar event. From mitigation to response to our water system, we continue to refer back to the Community Wildfire Protection Plan (CWPP) and stress that all of our efforts are a marathon, not a sprint. It takes the entire community working together to help reduce the risk, but certain factors, i.e., high winds, weather conditions, etc., are beyond our control.

Fire Chief Commentary:

We continue to assess the digital accessibility for all of our software systems. This is all part of the process to ensure we will meet the state law requirements to ensure accessibility of all systems and documents to all people. We still don't believe this will impact current operations, but we have not completed the process yet so we are not 100% sure. The current goal is to have this process completed in February, and then continue to work with our vendors going forward.

We are still working through the approval process to purchase a Fouts Bros. custom engine, which is very basic stock truck, can be delivered in four months, and at a cost of \$725,000.00, to be used as a reserve only. Working with Legal and the dealer, we believe we have finalized the purchase agreement to be able to send to Council. Our goal now is to be able to place this order in February after Council approval, and take delivery in late Spring/early Summer. This truck will serve as a reserve only as we work through the replacement process of the KME engines and the mechanical challenges with them.

Finally, I had the distinct honor of attending the swearing in ceremony of Chief Donna Black as our new Deputy United States Fire Administrator. In this role, she will serve as the Number 2 position in

the United States Fire Administration, and will help to address fire and EMS issues across the country. Due to the change in administrations, two days after her swearing in, she was appointed to serve as the Acting US Fire Administrator until a permanent person is appointed to fill that role by President Trump. Chief Black previously served as the Chief in Duck, NC, is a past president of the International Association of Fire Chiefs, and is a great personal friend.

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



Division Chief Commentary:

The Fire and Life Safety Division has started out the year with significant activity from sending two of the division personnel to the National Fire Academy for training and two of our line personnel, FF Mike Zukowski and FF Shawn McWhorter, assisting us to conduct business inspections. Thank you, Mike and Shawn, for your assistance and commitment to the department and safety of our community. We also started developing the Fire and Life Safety Education component to now address working with our business owners through a cooperative partnership with the Chamber and the Downtown Merchants Association.

We have established and set dates for three significant meetings for our community and business owners. Our first meeting will be providing information to the community, specifically HOA's and the individual home owners, on the need to become Firewise communities and enhancing the defensible space for the individual home owners. After the catastrophic fires in Southern California, defensible space was a critical factor of those homes that survived.

Our next meeting will be with The Outlets on establishing a better means to get compliance from the businesses on common fire code violations and understanding the importance of why we do what we do. It's not only for the community, but the business owners and our firefighters' safety.

The third significant event is the Mobile Food Truck Safety Jamboree. We have numerous agencies involved in our cooperative fire prevention approach with this event from Douglas County Health, TOCR finance addressing the need for business licenses, TOCR Zoning and what is need to be compliant with Zoning, the Fire and Life Safety Division from CRFD, Jackson 105 and Larkspur Fire conducting inspections to the current NFPA 96 requirements. We have updated our handouts mirroring NFPA and will be sharing this handout with the NFPA regional director.

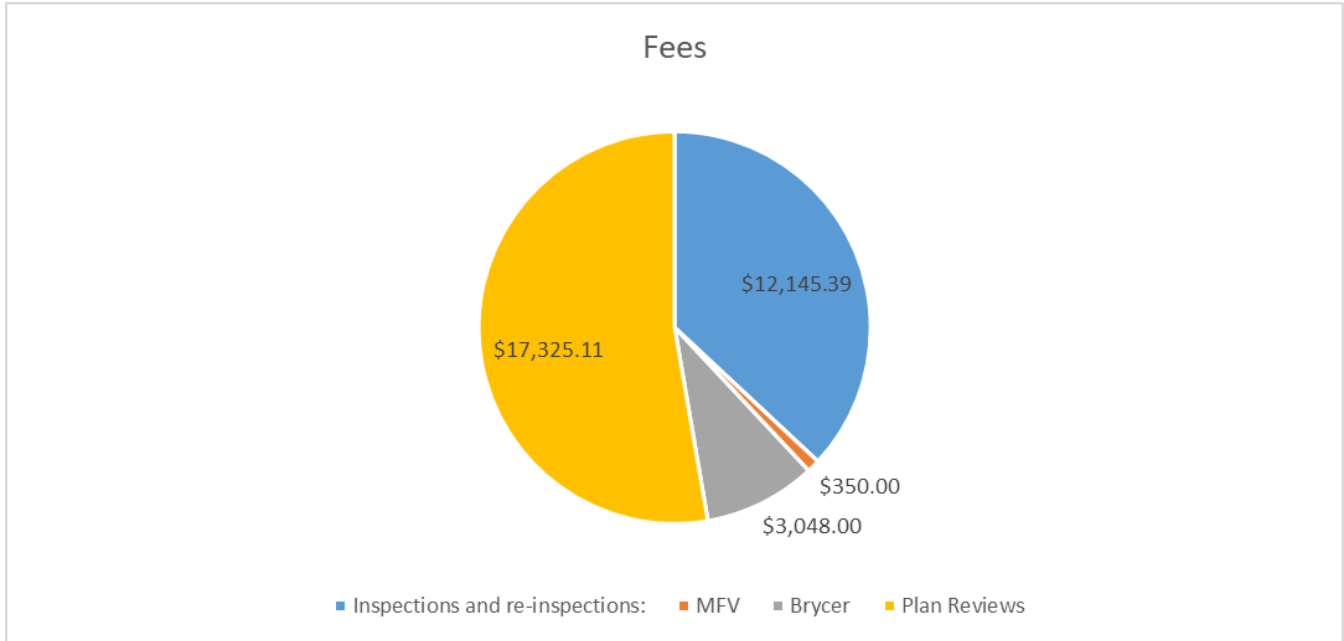
The next few months, we will be seeing many of our folks attending the NFA for numerous classes, i.e. Fire Inspector 2, Fire Sprinkler Plans Examiner and Youth Fire Setter. These are becoming required classes for those that are assigned to the FLSD for continuity and consistency in training at a national standard.

As we look into the future, the next step is reorganizing and developing the fire investigation section to become focused on origin and cause training from both a structure fire need to wildland fire need. This will also focus more on our line staff on basic fire investigation training as well.

One of the significant highlights for the month of January was seeing two of our Fire and Life Safety personnel being pinned during the Badge Ceremony. Congratulations to Fire Plans Examiner Alayna Moore and Fire Prevention Officer Paul Thomas.

Our fees collected for the month of January increased by over 11%. This is a positive start for 2025 with our projection for this year on fees collected by the Fire and Life Safety Division to be in line with the same as last year or greater.

Fees brought in from the Division:



FEES RECEIVED	
Inspections and re-inspections:	\$12,145.39
MFV	\$350.00
Brycer	\$3,048.00
Plan Reviews	\$17,325.11.
Totals	\$32,868.50

Division Fire/Law Enforcement Training: The division conducted 272 hours of training for the month of January.

Complaints: 1 **Citations:** 0 **CWPP contact hours:** 27 **CORA requests:** 2
Fire Prevention Customer Inquiries: 105 **Stop Work Orders:** 2 **Fire Watch:** 4
Fire/Investigation Responses: 44 **Permits Issued:** 31 **Permits Closed:** 19

Fire and Life Safety Education:

Life Safety Educators:

For the month of January, CRFD made contact with

- 102 citizens through 6 different public education and community events totaling 13 hours of education. Of the citizens we made contact with in January, 29 were children (18 years of age or younger) and 73 were adults.
- 15,321 digital contacts were made during the month, as well.

January Public Education Highlights:

- With the start of 2025, the Fire and Life Safety Division moved to having a monthly messaging focus. This is to better align with [community risk reduction \(CRR\)](#) focused programming.
- January's educational message was escape planning.
- This monthly messaging was forward facing to the community on various platforms (social media posts, newsletter outreach, etc.) throughout the month. The messaging included educational information for community members and also educational messaging around the fire code. The Fire and Life Safety Educators created a CRFD Community Risk Reduction messaging flyer that went out to all the stations. The messaging flyer is designed to be supplemental educational material and highlights the 5E's of Community Risk Reduction.
- 11 CRFD members completed Basic Life Support renewal trainings on shift throughout month.
- 1 Community member completed a BLS Heart Code skills check off.
- FLSE Sanderlin assisted with ongoing curriculum and instruction updates for the Fire and Life Safety Educator 1 certification course through the state of Colorado and DFPC. These updates will be rolled out in April 2025 when the state offers its next FLSE 1 certification course, where several instructors, including FLSE Sanderlin, will teach FLSE 1 candidates with the updated material.

CRFD COMMUNITY RISK REDUCTION MESSAGING
JANUARY 2025

MONTHLY MESSAGING
Escape Planning

ESCAPE PLANNING TALKING POINTS WITH COMMUNITY MEMBERS

- Fire is fast
- Residents could have less than two minutes to escape a home fire once the smoke alarm sounds.
- Know 2 ways out of every room.
- Make sure doors and windows are not blocked.
- Pick a meeting place outside of your home.
- Practice your escape plan with everyone in the home.
- Test your smoke alarm monthly and make sure everyone knows what it sounds like.

FIRE CODE EDUCATION AND COMPLIANCE :

- All exits and doors are free of obstructions and unlocked during business hours when occupied.
- Aisles and exits are free of storage or obstructions.
- Fire doors are not propped or blocked open and are self-closing and self-latching.
- Make sure fire extinguishers are serviced, posted and accessible.

Please direct all community inquiries regarding home escape planning resources, station tours, etc. to fireeducator@crfgov.com

Please email all fire code questions, concerns or clarifications to fpo@crfgov.com

Car Seat Education:

Crews and administrative staff assisted with community education for 21 car seat checks.


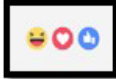


PulsePoint Monthly Active Users (MAUs):

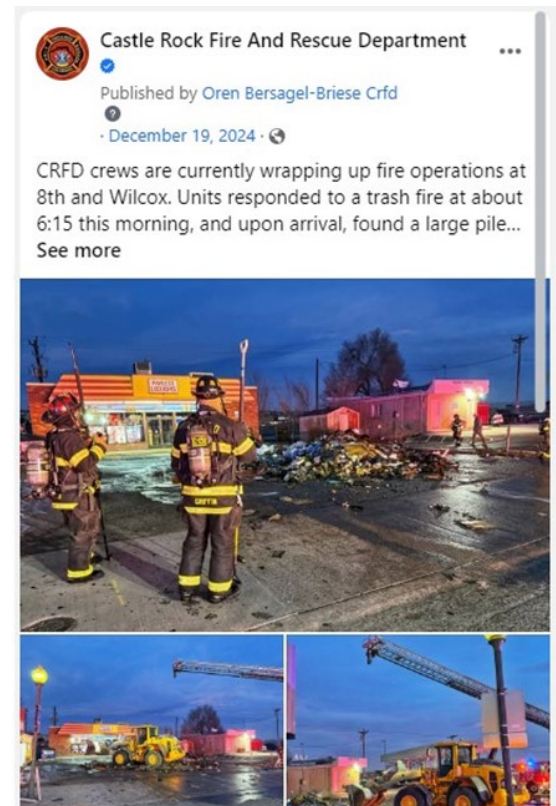
During December 2024 (reporting is one month in arrears), 1,270 users following CRFD on the PulsePoint app enabled CPR alerts, and there were 6,117 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Social Media:

During the month of December 2024 (reporting is one month in arrears), we reached 11,339 people on our CRFD Facebook page. Posts were shared 19 times and post engagements came in at 16,519.

Our highest reaching post was about a trash fire at 8th and Wilcox, on December 19th. This was viewed 11,064 times.

CRFD Facebook June 2024	
	5,316 Followers
	552 Likes and Reactions
	57,927 Page Views
	23,206 Post Engagements



Training Division:

Division Chief Jeff Hood



Division Chief Commentary:

Division Commentary and Happenings: January marked the start of a busy and exciting year for the Training Division. We look forward to the challenges and opportunities ahead as we build on the momentum of a strong start to the year.

Hiring Initiative for 2025: We have begun one of the department's largest hiring initiatives, including lateral and entry-level hiring for EMTs and paramedics. If you know someone who would be a great fit for the Castle Rock Fire and Rescue Department, we encourage you to reach out. We are excited about the challenge this initiative presents and the opportunity to add high-quality personnel to our already great team.

Onboarding New Division Personnel: Assistant Training Chief Clay Kallweit completed his first month with the Training Division. He has seamlessly integrated into the team, bringing fresh ideas, strong teamwork, and great energy to the division.

Completion of the Transition academy: Under the leadership of Captain Peery and Firefighter Murphy, the division successfully completed our Transition Academy and prepared our recruits to adapt their basic academy firefighting knowledge to CRFD's operations. Their first day online was January 12, and they were ready to hit the ground running.

Fire Behavior Class: This month, we hosted a fire behavior class attended by approximately 30 students from five different agencies. This course provided valuable instruction for new and experienced firefighters and concluded with a dollhouse burn, allowing participants to observe fire spread in a controlled environment.

Ice Rescue Training: Department-wide ice rescue training was conducted, and excellent ice conditions created a highly realistic training environment. The ice conditions caused frequent cracking and breaking under our rescuers' feet, adding to the authenticity of the training. These conditions cannot be planned for, and we are grateful to department lead instructor Firefighter Hanley and our SMEs for maximizing this unique training opportunity.

Training Division Retreat: The Training Division held its annual retreat, where we defined roles, responsibilities, goals, benchmarks, and budget needs for the upcoming year. Much of this information will be disseminated through multiple channels over the coming weeks.

Other Division Happenings:

- **Fire and Police Pension Association (FPPA) Visits:** The Training Division worked with FPPA in preparation for February's visits.
- **Hose Deployment and Advancement Class:** The Training Division collaborated on a hose

deployment and advancement class scheduled for February. Members can sign up through Vector Solutions under "My Events."

- **RQI Implementation:** We continue working through the logistics of RQI implementation. The final contract has been reviewed and approved by both the Town of Castle Rock and RQI's legal teams, paving the way for its official rollout.
- **CMCB Fire Officer 2 Course:** Preparations are underway for the CMCB Denver Metro Fire Officer 2 course, which will be hosted on March 19-20. Members can sign up through Vector Solutions under "My Events."



Ice rescue training



Fire behavior class



Logistics Division:
Division Chief Jim Gile



Division Chief Commentary:

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

- Portable radio replacement activities
- Station 156 project planning meetings
- R&D quarterly meeting, bunker gear
- Annual NFPA testing Hurst and MSA
- Staff vehicle replacements
- Reserve apparatus planning and contract
- EVT hiring process

In January, the Logistics Division hosted our vendor, Curtis Tools for Heroes, for annual flow testing of all MSA SCBA and annual service of the Hurst rescue tools. In addition, work continues on the radio replacement project. As we have been progressing through this, we have found several instances of radios not being programmed correctly for deployment. This requires us to wait on DCSO radio shop to correct the programming so we can proceed. The programming issues encountered are specific to unit IDs for the most part.

We also had our first quarterly R&D meeting of 2025. This meeting continued a project from last year in which we ran out of time. Logistics and the R&D Team hosted a full day of bunker gear manufacturers. At this point, we have had presentations from five manufacturers of bunker gear and one textile manufacturer of PFAS free moisture barrier. The team gained a lot of knowledge about materials, PFAS free, female specific gear and much more.

Meetings continue to be had on a bi-weekly basis with the owner's representative and architect for the Station 156 project. Planning continues on the programming and design of both Station 156 and the Logistics Facility. With the architect on board, the focus has been refinement of the programming and design. Currently the group is working to get a construction manager/general contractor on board for an anticipated late summer start of construction.

LEST Landon Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of January, Landon continued to fill requests made through PSTrax for equipment and uniforms. He also worked on the radio replacements and deployment, managed the annual MSA and Hurst service, continued with bunker gear distribution and attended the R&D meeting. In January, Landon fulfilled or touched 53 PSTrax alerts as well as several purchase requests. As a point of reference, in 2024, we replaced 359 duty shirts, 26 pairs of station boots, 13 pairs of structure boots, and 66 requests were filled for sweatshirts, hoodies and shorts.

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. Ben has just over 147 hours of billed labor to units during January. Ben continues to split his time between road calls to fire stations, PSTF South and Station 152. He worked on a total of 16 units in the month of January with several afterhours calls including Brush 155 while out on deployment. We are excited to have made an offer to fill our EVT position. This will bring much needed help for Ben and the Division.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for January are 5,285. Year to date is 5,285 and the total since we began the program is 337,893. 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

- New Medic for 2025 preparations
- Brush truck final
- Station 156 Apparatus
- New Medic up-fit



EVT work at Station 152

Brush 155 being towed in Nevada



Emergency Management and Continuous Improvement:

Chief Norris Croom

We are still in the background check process with our candidate, and will hopefully finish in early February. If all goes well, we hope to see them join the department now in late February or early March.

We completed our annual program appraisals review in January, and found no significant issues. The recommendations in the appraisals will be used to help generate business cases for our upcoming budget process. Thank you to all of our members who participated in this review!

Link to the draft monthly status report

[ImageTrend monthly data](#)