

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency Since 2012*

## November 2025 Monthly Report

**Department News:** The 2025 Coloring Contest winners! Their drawings will be displayed on fire apparatus throughout the year. Congratulations to all!



**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:**

November was the department's opportunity to begin the onboarding process for the new national fire reporting system: NERIS. This system replaces the decades-old NFIRS program, and we are mandated to begin using it beginning January 1. We have begun creating the new NERIS compliant reports in ImageTrend, and a small group of Lieutenants will begin demoing the report in early December. The updated reporting system is focusing on gaining more and more timely data, but the report will largely look similar to what we currently have. Implementation will be completed throughout the next month, and it will be focused on email and video-based trainings.

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EMS: A pilot group of Paramedics began using ImageTrend's new AI features, and we will begin rolling that out to all members soon. Meetings continued with the Banyan Treatment Center on responses to their facility, and we are hoping to see some positive movement with their new leadership team. Crews have done an outstanding job responding to the medical office buildings attached to the hospital, helping patients navigate the best processes to ensure a continuation of care. The EMS Leadership Team continued to work with the transition to a new Medical Director, and also identified some upcoming training topics that will be rolled out over the next year. We completed our annual Medicaid reimbursement process, and pending continued funding, we anticipate hearing any determination by August of 2026. On the training front, Lt. Kevin Travis provided some members with the department's first ever in-house ECG Interpretation course, and we began the implementation training for our revised EMT/BLS attending program.

Special Operations: The Wildland Team took part in a preventative prescribed burn in southern Douglas County and were able to conduct firing and containment operations as part of the overall successful burn event. A Special Operations Lead meeting was held to plan out the next year, including shifting the bulk of the technician-level trainings to on-duty. This last month, training focused on commercial vehicle stabilization, an Extraction Technician class, hazmat decon with our neighboring agencies, and four members were able to attend a week-long rope course in Ouray. Tech Rescue continued implementation of the remote anchor picket system and Hazmat placed new hazmat sampling kits into service. Lastly, the implementation of the new vehicle-vs-building response plan is with the UFDA and is in the process of being adopted.

Pipes and Drums: Lt. Jay Allen played at the annual Douglas County Veterans' Day event at the Wilcox Square memorial.

Apparatus: Engine 156 is being built at Pierce and is on track for completion in January. We are also working on some issues with the Brush truck slated for Station 156 and placing two new medic units in service.

BC Eric Morgenthaler and Lt. Jeff Helle continued to make other departments better by sharing their mayday story in the [Fire Engineering Mayday Monday podcast](#).

We are currently working on the following projects:

- Station 156 design
- SOG/Admin Directive updates
- Station 155 updates for M155
- New reserve engine in-service process
- Updating our bunker gear spec
- 2026 training plans for EMS/SpecOps

We also:

- Completed shift bids
- Completed a ride-along with B-Shift
- Attended the Starlighting and Chili Dinner
- Participated in the Command Staff meeting
- Attended a Safe Community meeting at DCSO
- Began the annual dermatology visits

### **Customer Service:**

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

Of the 16 customer survey cards we received in November, one had an overall rating of 4, and 15 had an overall rating of 5. Some of the comments we received were: *"The team was stellar in every aspect and led by two exceptional women."* Another read; *"Kind, caring & compassionate. Great group of individuals."* Another read; *"Helped me so much when I was so afraid. They were very good at their job."*

### **Operations Response Information**

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

### **Call Statistics:**

For November, we responded to 630 calls for service. For the year, we have now responded to 6,734 calls, which is 271 more than at the same point in 2024. We averaged 21 calls per day for the month.

Of the 630 calls this month, 9 were fire-related, 39 were motor vehicle crashes, 88 were service in nature, 372 were EMS calls, 60 were good intent calls, 41 were alarms, and the remaining were miscellaneous. In November, we transported 324 patients to area hospitals, with 249 transported to Castle Rock, 59 to Sky Ridge, and 16 to other facilities.

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



## **Significant Incidents:**

In November, CRFD responded to nine cardiac arrests.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 464 responses	Q151 with 217 calls	M151 with 190 calls

### **A-Shift:**

- November 5: BC151, CH152, CH158, Q155, E154, E39, M151, M155, SAFE151 responded to an extrication crash.
- November 10: BC151, CH151, CH152, Q151, E154, HM153, M151, M154, SAFE151 responded to an aircraft crash.

### **B-Shift:**

- November 2: BC151, Q151, Q155, E154, M154, M155, SAFE151 responded to an extrication crash.
- November 2: BC151, Q151, M151, SQ155, SAFE151 responded to a medical incident on the top of the trail to the Rock.

### **C-Shift:**

- November 1: BC151, CH151, Q151, E152, E154, COL155, M154, M155, SAFE151 responded to a vehicle into a building.

Aircraft crash (photo by Eric Hurst)



Vehicle crash with extrication



Vehicle-vs-building  
(photo by Eric Hurst)

## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues:**

A local contractor completed wildland mitigation on 3.5 acres of Town-owned property in Escavera. This area was identified in the CWPP as a “Very High” risk, and we continue to work on reducing the risk. We have developed a scope of work (SOW) with the Colorado State Forest Service for mitigation of about 20 acres of the forested portion of the Metzler Family Open Space along Crowfoot Valley Road. We are awaiting approval from the Douglas Land Conservancy (DLC) before we can put this out to bid.

Our neighborhood meeting for Station 156 was held on November 17 at 1800 at the PSTF North, and our “Coming Soon” sign is now up on site. We are working to schedule Council approval for the financing portion of the project, and once received, we will seek approval on the construction contract as a whole. While we were initially going to try and phase it starting with dirt work, the decision was made to have all funding in hand before approving the construction costs. We are targeting February 2026 for full project approval and the start of construction.

Star Lighting and the Chili Supper were held on November 22 with good weather and a large crowd. Thanks goes out to everyone involved in all aspects of the day to make this such a huge success!

### **Fire Chief Commentary:**

Also on November 22, the Crystal Valley interchange bridge opened to traffic. This now allows traffic to cross the interstate from either frontage road, but does not yet allow access to the interstate. With this opening, response plan station orders were modified to put Station 152 as first due into Twin Oaks, Dawson Trails, and Keen Ranch. Station 151 will remain as first due into Yucca Hills based on access and travel times. Once the on and off ramps are open, we will adjust the interstate response plans as well.

Bob Norton, with Norton Development Group, conducted in person interviews of all officers (acting lieutenants and up) as part of my/our process to improve and enhance leadership within the department. He reported that the interviews went very well, and he will be submitting his recommendations and plan for the next steps in early December. We already have dates blocked in January for in person training with him, and I look forward to his recommendations.

## **Fire and Life Safety Division:**

**Division Chief Kevin Sullivan**



### **Fire and Life Safety Division Summary:**

During November, the Fire & Life Safety Division (FLSD) processed 103 total inspections across construction, business, special events, and mobile food vendors. Plan review volume remained strong with 91 combined reviews, including development, system-specific, and special event plans.

Fire protection system oversight through Brycer resulted in 287 deficiencies reported, all in various stages of contractor correction follow-up.

The Division brought in \$27,048.21 in revenue, including plan review fees, inspections, re-inspections, mobile food vendor permits, Brycer fees, and special event permitting.

Operationally, staff conducted 7 fire/investigation responses, 24 UAV flights, 28 development services meetings, and processed 34 permits issued with 23 permit closures.

### **Community Risk Reduction & Public Education**

FLSEs contacted 595 residents through 8 community events, totaling 9.75 hours of education, including cooking-safety messaging for homes and commercial kitchens. Digital outreach reached 15,104 citizens.

November highlights included:

- Participation in Town social-media vendor demonstrations (Hootsuite and others).
- Records management review for Youth Firesetting and CPR files.
- Completion of the 26th Annual Fire Safety Coloring Contest, with winners recognized at Flagstone Elementary and World Compass Academy and artwork placed on CRFD apparatus.
- 12 car seat checks, with 8 installation errors corrected.

PulsePoint activity for October showed 6,875 Monthly Active Users and 1,986 CPR-enabled followers.

October social media reach (reported one month in arrears) totaled 35,805 people.

### **Special Events & Operations**

#### **Starlighting**

Castle Rock's signature holiday kickoff event drew large crowds downtown. Highlights this year included:

- UAV Operations: FLSD and CRFD supported the event with multiple UAV flights for real-time situational awareness and fireworks response readiness.
- Fire & Life Safety Coverage: Special event inspection workload and public-interaction needs were high, supporting vendors, and egress path compliance.
- Community Engagement: Starlighting continues to be one of the Town's largest opportunities for CRFD to provide visibility and community-risk messaging.

## **Current Workload & Ongoing Projects**

### **Construction & Development**

- Continued support for The View project, which recently received a Temporary Certificate of Occupancy for select floors and amenities.
- Castle Rock Pediatrics has officially opened, with fire/life safety requirements complete.
- Ongoing plan review volume tied to multiple commercial, mixed-use, and tenant-finish projects.
- Increased coordination with Development Services on pipeline construction projects and large mixed-use phases entering permit cycles.

### **Blasting Operations**

Blasting has commenced in the corridor between Ridge Road and Plum Creek, requiring:

- Daily pre-blast and post-blast safety checks
- Vibration monitoring and compliance confirmation
- Community communication support
- UAV flights for area documentation

### **Division Priorities & Current Focus Areas**

- Holiday-season fire-safety messaging (decorations, heating, lithium-ion safety).
- Increased after-hours inspections due to seasonal demand.
- Preparation for Q1 2026 changes to the Fire Code fee schedule and updates to internal SOGs.
- Coordination with Public Works, PD, and Communications for upcoming winter community events.

Complaints: **0**      Citations: **0**      CWPP contact hours: **0**

CORA Requests: **7**      Fire Prevention Customer Inquiries: **Ongoing**

Fire / Investigation Responses: **2**      Development Services Meetings: **23**

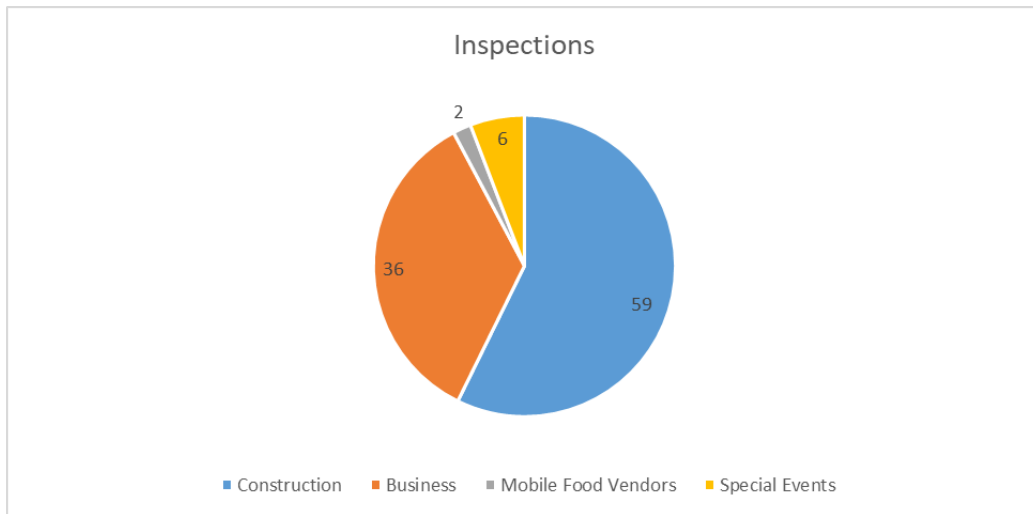
Unmanned Aerial Vehicle Flights: **24**      Stop Work Orders: **0**

Fire Watch: **2**      Permits Issued: **34**      Permits Closed: **23**

Getting stickers ready for Sparky while waiting to go fly the drones for the fireworks at Starlighting







Construction	59
Business	36
Mobile Food Vendors	2
Special Events	6
<b>TOTAL</b>	<b>103</b>

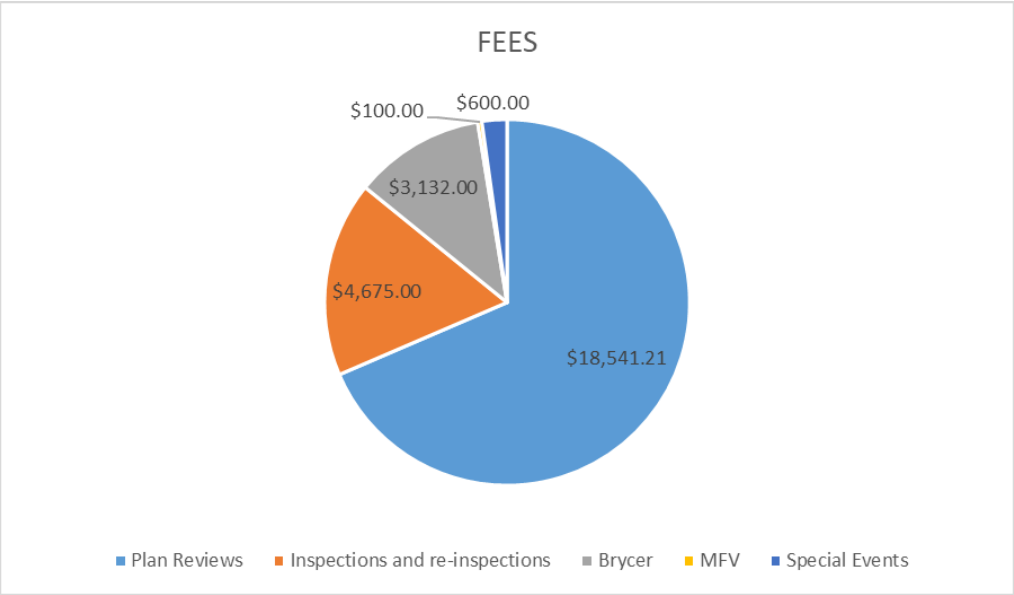


Development Services Plan Reviews:	50
System Specific Fire Plan reviews:	40
Special Event Plan reviews:	1
<b>TOTAL</b>	<b>91</b>

Square Footage Inspected: 3,717,745



**FEES BROUGHT IN FROM THE DIVISION:**



FEES RECEIVED	
Plan Reviews	\$18,541.21
Inspections and re-inspections	\$4,675.00
Brycer	\$3,132.00
MFV	\$100.00
Special Events	\$600.00
TOTAL	\$27,048.21

A visit to the fire station

Deputy Ryan Falkner and Leo posing with Sparky



## **Training Division:**

**Division Chief Jeff Hood**



### **Division Commentary and Happenings:**

We continued to advance several major initiatives in November, including oversight of recruits at the West Metro Fire Academy, development of the Transition Academy, and ongoing work on the Acting Lieutenant curriculum. Planning also continued for the 2026 Acting Engineer class, the associated promotional process, and future live fire training opportunities. The department logged 2,565 training hours for the month.

**Safety and training officers:** STOs delivered hundreds of hours of training this month, covering Rescue Group Supervisor training, Big Box and strip mall defensive operations, flat roof ventilation, and numerous spot drills. They also continued supporting the integration of lateral firefighters into Operations and supported the Assistant Chief of EMS and Special Operations with department EMS training.

**West Metro Fire Academy Recruits:** All seven recruits continue to excel and have completed their final live burns and all required practical training. The only remaining requirements are the final Academy examinations and the CMCB written and practical tests, which will take place over the next week. They remain on track for graduation on December 19, after which they will begin CRFD's Transition Academy to further align their foundational skills with CRFD-specific operations.

**Acting Lieutenant Class:** The 2025 Acting Lieutenant Class began in November, consisting of 28 hours of instruction facilitated by Assistant Training Chief Kallweit. He has put significant effort into ensuring the curriculum covers the leadership and operational skills needed for success, including leadership styles, expectations of the acting lieutenant role, difficult conversations, organizational conduct, building construction and collapse considerations, firehouse management, behavioral health, and report writing. The course continues into December, and participant feedback has been strong.

**Guest Instructors:** The Training Division hosted two outside instructors during the Acting Lieutenant Class. Arvada Fire Captain Scott Plummer presented on building construction and the collapse of burning buildings, and consultant Jed Hyland presented on firefighter behavioral health. Both classes were opened to the entire department, drawing 25–30 attendees per session and receiving positive feedback.

### **Other Division Happenings:**

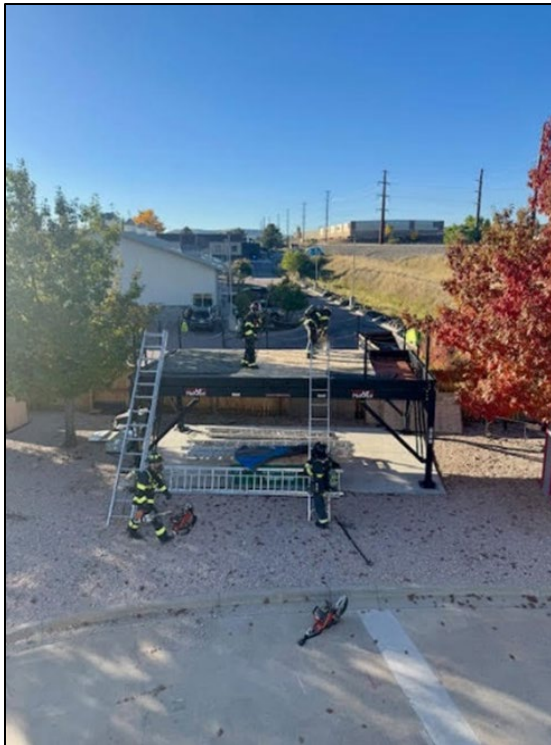
- Chief Kallweit secured future training access at the Water Department's purification plant during its winter shutdown.

- Collaborated with Logistics and Lead Engineer Taylor Reifscheider to produce an introductory video for the new Fouts Engine, to be released approximately two weeks before it goes into service.
  - Continued coordination with CPS to finalize the Lieutenant process, including conducting follow-up interviews with all candidates and evaluators.
  - Finalized construction of burn cells for winter live fire training, with the first trial burn scheduled for December 17. If successful, the Training Division will schedule a live burn for each of the five stations on each shift throughout the winter.
- Continued development of the Transition Academy and planning for the 2026 Acting Engineer Class and Engineer promotional process.

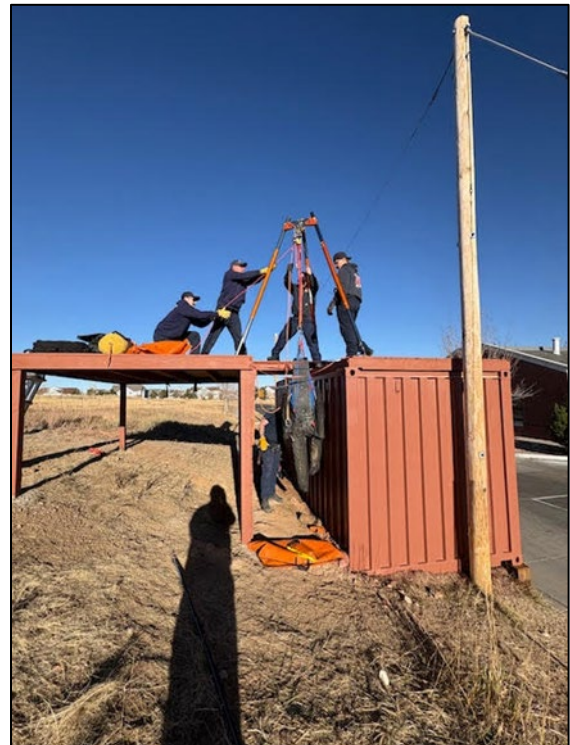
STO Led Extrication Training



STO Defensive Operations Drill



Company Level Training on our 155 Prop





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



The CPSE (Center for Public Safety Excellence) Excellence Conference will be held at the Caribe Royale in Orlando, Florida from March 10-13, 2026.

Join industry leaders, experts, and professionals dedicated to advancing excellence in public safety at the CPSE Excellence Conference. This dynamic program features inspiring keynote presentations, interactive workshops, and meaningful networking opportunities designed to foster collaboration and innovation. Attendees will discover best practices, emerging trends, and proven strategies to elevate standards and strengthen the effectiveness of public safety services.

The ImageTrend Connect26 conference will be taking place May 11-15, 2026, in Saint Paul, Minnesota at the Saint Paul River Centre.

### **Request for Input:**

As part of our ongoing analysis, I'm currently gathering medic depletion data for the 3rd quarter of 2025 through ImageTrend and will do the same for the 4th quarter.

While data analytics are crucial for helping us make fact-based decisions, improve efficiency, and better understand both agency and community needs, the insight from those on the line is equally important.

I'm very interested in hearing how line personnel are experiencing and interpreting workload and medic depletion circumstances following the implementation of Medic 155.

Your firsthand perspectives help bring the data to life — providing valuable context that informs how we move forward as an agency and community.

Please feel free to stop by my office, or email me, [kwalsh@crgov.com](mailto:kwalsh@crgov.com). If logistically it's more convenient, I'm also happy to schedule a time to visit your station.

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