

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

## October 2024 Monthly Report

**Department News:** 2024 Coloring contest winners! More photos on page 12.

Liam



Connor



Fara



Lexi



Emma



**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  
**October 2024...100%**

Of the 16 customer survey cards we received in October, 14 had the highest overall rating of 5, and 1 had a rating of 4. Some of the comments we received were; *“Emergency personal were extremely patient and professional. They arrived quickly and provided excellent service. Thank you!!!”* Another read; *“Everyone was so kind and brought a sense of peace to our home while dealing with our disabled adult child. Thank you.”*

### **Call Statistics:**

For October, we responded to 611 calls for service. For the year, we have now responded to 5,891 calls, which is 339 more than at the same point in 2023. We averaged 19.8 calls per day for the month.

Of the 611 calls this month, 10 were fire-related, 29 were motor vehicle crashes, 81 were service in nature, 350 were EMS calls, 60 were good intent calls, 57 were alarms, and the remaining were miscellaneous. In October, we transported 290 patients to area hospitals, with 228 transported to Castle Rock, 48 to Sky Ridge, and 14 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 487 responses	EQ151 with 237 calls	M151 with 199 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:

- Oct 4: BC151, E154, M154, M153 responded to a cardiac arrest.
- Oct 10: CH151, BC151, E153, M153 responded to a cardiac arrest.
- Oct 23: CH151 responded to a large brush fire with Kiowa Fire.

#### B-Shift:

- Oct 8: BC151, SAFE151, E152, M153 responded to a cardiac arrest.
- Oct 8: BC151, E154, M154 responded to a cardiac arrest.
- Oct 15: BC151, E151, M151 responded to a cardiac arrest.
- Oct 16: BC151, E151, E154, M151 responded to a cardiac arrest.
- Oct 20: BC151, E151, M154 responded to a cardiac arrest.
- Oct 21: BC151, E154, M154 responded to a cardiac arrest.
- Oct 26: CH151, BC151, SAFE151, Q151, E152, E154, M151, M154, AirLife2 and Larkspur Fire responded to an extrication crash.
- Oct 27: BC151, SAFE151, BU152, BR151, BR152, E153, M153 responded to a small brush fire.
- Oct 27: BC151, SAFE151, E152, Q155, M151 responded to a cardiac arrest.

#### C-Shift:

- Oct 12: BC151, E154, M154 responded to a cardiac arrest.
- Oct 19: BC151, E151, E154, M151 responded to a cardiac arrest.
- Oct 20: E151, M151, M154 responded to a train vs pedestrian.
- Oct 31: BC151, E152, M151 responded to a cardiac arrest.

#### **Deputy Chief Commentary:**

A-midst the tragedy and heartbreak that has unfolded this month, we showed the best of who we are and why we are a special family. From the non-stop presence at the hospital, to how we have taken care of Andrew's family, to the funeral planning, to the meal train, to the fundraising, to the shift coverage, to the hours preparing for the event, and finally, to how we came together to celebrate Andrew's life – it was something that will define our department for decades to come. We are extremely thankful to everyone who helped in any way over this past month, and our work continues with our efforts to support Angie and the kids. Our operations are slowly transitioning into a new normal, and we will honor Andrew's legacy by training hard, keeping the citizens first, being there for each other, and proudly serving as members of the CRFD.

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Congratulations to Lt. Coffin on receiving the American Legion Post 1187 Firefighter of the Year award! Steve was recognized for his work as part of the multi-year revamp of our Special Operations program and for his volunteer work with the Castle Rock Professional Firefighters Foundation.

Special Operations: Lt. Robberson spent the first ten days of October on deployment with the FEMA USAR CO-TF1 as part of the response efforts in the aftermath of Hurricane Helene. We are also working to update the in-district wildland response maps, and Lt. Kallweit will be rolling out the

updates later this year. Lastly, Chief Butts and I continue to work on the transition of program oversight to the Deputy Chief office.

Congratulations to Lt. Robberson, Lt. Osborn, Eng. Norris, FF Koldeway, and FF Burdette for earning an Applause Award from the Town for their work leading the department's effort to get our new Collapse 155 operationally ready!

EMS: Congratulations to Jared Picker for being cleared to operate independently as a Paramedic; and to Lauren Wendland for being cleared to attend as an EMT! We have received our new LifePak 35 cardiac monitors, and Capt. Moore has been working to get them ready for our in-service training. One unit is currently being demoed on M154 and the others should go into service around the first of the year. We have also received the new cots and stair chairs, which are replacements for the current equipment that has reached its end of life. Lt. Rafferty is getting those in service and the old ones will be returned for a credit. We are continuing to pursue better WIFI coverage in the medic units and had a productive meeting with DoIT and Logistics to coordinate a solution.

Lastly, our annual required medical physicals and skin checks are well underway. We changed vendors for our physicals this year, resulting in members being able to complete them on duty without having to fast for the bloodwork. Thank you to Lt. Melton for all of his work in making these a better experience for our members, and to Eng. Gardner for his assistance in getting everyone scheduled.

We are currently working on the following projects:

- Station 156 design
- Upgrading our cardiac monitors
- Accreditation hiring process
- Training Chief promotional process
- SOG/Admin Directive updates



FF Koldeway with Eng Meyers and FF Winters



FF Koldeway



FF Koldeway's badge ceremony



FF Koldeway's badge ceremony



Funeral photo from AirLife during flyover



FF Koldeway's gear on his engine

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## **Administration Division:**

### **Fire Chief Norris Croom**

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

Work continues on Station 156 with the RS&H. We have begun the design phase, and will also start working on the rezone and replat of the property. We expect to issue an RFP for a contractor before the end of the year.

Due to poor wildland conditions, Stage 2 fire restrictions were implemented on October 8. These remained in effect until October 31 when we moved back to Stage 1. We have had some minimal improvement that allowed us to move back to Stage 1, and we are hoping for additional moisture in November that would allow us to remove all restrictions. As a reminder, some of our largest wildland fires have occurred in October and March when we typically should be thinking about snow.

After consulting with Mr. Corliss, we have modified the job announcement for the accreditation manager/emergency manager vacancy. We knew this position was somewhat of a unicorn in trying to find someone with experience in both areas, but we thought we'd give it a try. After failing to find any qualified candidates, we have removed the emergency manager duties from the position, and re-advertised it as an accreditation manager only. This also required a change to the job description and pay rate. The emergency management duties have been completely moved back to me, and will remain for the foreseeable future.

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

Deputy Chief Bersagel-Briese wrote an excellent piece on FF/EMT Andrew Koldeway in his report. While I won't reiterate what's already been said, I will say Thank You to all of our members and everyone who reached out, assisted us, or participated in any of the efforts in remembering Andrew. This was, and continues to be, a very challenging event, and while words don't mean a lot, actions do. It is because of those actions that I remain humbled and honored to be a small part of this great department, and I will do what I can to ensure that we never lose what we have here. It is special!

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



**Division Chief Commentary:**

October has been filled with numerous events, the annual coloring contest, National Fire Academy training, Fire Marshal's symposium, Town Proclamation for Fire Prevention Week and much more.

At the October 1 Town Council meeting, the Town proclaimed the week of October 6 through 12, 2024, as "Fire Prevention Week" in the Town of Castle Rock. Recognizing this year's theme, "Smoke Alarms: Make them work for you!", Sparky was present, and we also had support from the National Fire Protection Association (NFPA).

The following week, in partnership with Domino's Pizza and NFPA, we had the Fire and Life Safety staff, along with the regional representative from Domino's and our Town's communications staff, go to residences within the Town when they ordered a pizza to check their smoke alarms. If the smoke alarms were working, they received their order for free. We were excited to see that all four homes we visited and received permission to check their smoke alarms were working. All of the homes were 15 years or older and with functioning smoke alarms, and this is a testament that our fire prevention education from our fire and life safety staff and our line personnel has been working. I want to applaud our line personnel for the commitment when going into homes checking the smoke alarms to ensure they are operating within the homes.

The Fire and Life Safety Educators along with Sparky and the Chief made their way to the schools to present to the coloring contest winners. This was a great opportunity to enhance the outreach of positive fire prevention messaging through our youth and getting the national message out on smoke alarms. I want to say thank you for those "D" shifters that have assisted us voluntarily with Sparky, especially Lt. Roan, during the coloring contest presentations to the winners.

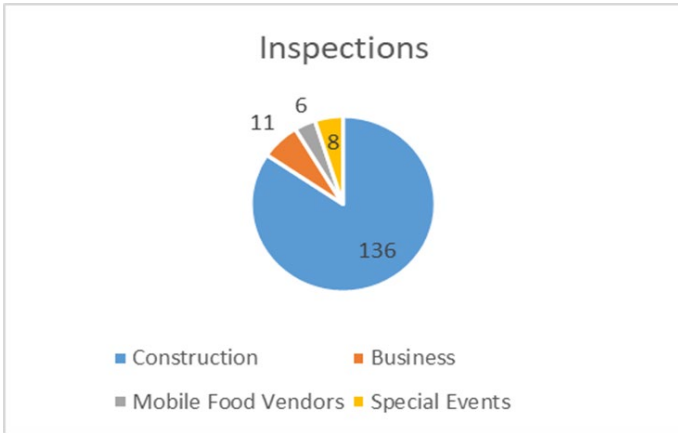
We again partnered with the Outlets at Castle Rock to post on their electronic messaging board this year's fire prevention message theme from NFPA. With that messaging, we were able to contact over 220,000 vehicles passing per day, northbound and southbound I-25 combined. We were able to reach over 3.1 million motorists with this year's fire prevention theme.

We are establishing a heat map to see what areas of the Town we are seeing smoke alarms being replaced as well as carbon monoxide alarms. We have a great working relationship with the Division of Fire Prevention and Control (DFPC) on obtaining additional smoke alarms and carbon monoxide alarms for our jurisdiction. This cooperative partnership through fire prevention has been a great benefit to our agencies, but most importantly to our citizens who live and visit Castle Rock.

Assistant Fire Marshal Sullivan and I went to the National Fire Academy. Sr. FPO Howe and Assistant Fire Marshal Sullivan attended the Fire Marshal's Symposium in Keystone, thus completing their second year of the Fire Marshal Track.

We also worked with the Chamber of Commerce and CRPD for recruitment presentation for the Tours for Teachers, addressing the need and foundation of how our youth can look and start a career within public safety.

We established a partnership with the Castle Rock Area Newsletters to send out our monthly Fire Prevention messaging that will be mirroring the National Fire Protection Association as well as the U.S. Fire Administration messages. We have also obtained annual fire prevention materials to be sent to us by the U.S. Fire Administration to increase our fire prevention education messaging with both English and Spanish materials. We will also be utilizing their messaging and material with their link to "Fire Is Everyone's Fight".



Construction	136
Business	11
Mobile Food Vendors	6
Special Events	8
<b>TOTAL</b>	<b>161</b>



Development Services Plan Reviews	92
System Specific Fire Plan reviews	29
Special Event Plan reviews	18
<b>Total</b>	<b>139</b>



<b>FEES RECEIVED</b>	
Inspections and re-inspections:	\$4,880.00
MFV	\$200.00
Brycer	\$3,192.00
Plan Reviews	\$14,812.58
<b>Totals</b>	<b>\$23,084.58</b>

MONEYS EARNED RUNNING TOTAL:								
	INSPECTION FEES	MFV	Special Events	IM TR Reviews STATE	IM TR Reviews Payfabric	TRAKIT REVIEW FEES	Brycer	TOTALS COLLECTED
1/31/2024								\$ 25,716.00
2/29/2024								\$ 10,880.00
3/31/2024	\$ 750.00	\$ 600.00				\$ 9,821.00		\$ 11,171.00
4/30/2024	\$ 5,820.00	\$ 500.00				\$ 21,637.05	\$ 1,098.00	\$ 29,055.05
5/31/2024	\$ 2,860.00	\$ 800.00				\$ 35,384.18	\$ 4,116.00	\$ 43,160.18
6/30/2024	\$ 5,620.00	\$ 600.00		\$ 10,791.65		\$ 5,474.31	\$ 5,256.00	\$ 27,741.96
7/31/2024	\$ 3,250.00	\$ 1,175.00		\$ 16,416.16		\$ 3,493.63	\$ 3,654.00	\$ 27,988.79
8/31/2024	\$ 5,250.00	\$ 1,200.00		\$ 12,541.42	\$ 3,358.23	\$ 2,795.61	\$ 6,036.00	\$ 31,181.26
9/30/2024	\$ 5,245.00	\$ 450.00		\$ 1,446.43	\$ 8,872.93	\$ 3,621.27	\$ 3,576.00	\$ 23,211.63
10/31/2024	\$ 4,880.00	\$ 200.00			\$ 10,904.99	\$ 3,907.59	\$ 3,192.00	\$ 23,084.58
11/30/2024								\$ -
12/31/2024								\$ -
<b>TOTALS :</b>	<b>\$ 33,675.00</b>	<b>\$ 5,525.00</b>		<b>\$ 41,195.66</b>	<b>\$ 23,136.15</b>	<b>\$ 86,134.64</b>	<b>\$ 26,928.00</b>	<b>\$ 253,190.45</b>

**Division Fire/Law Enforcement Training:** The division conducted 290 hours of training for the month of October.

**Complaints: 3 Citations: 0 CWPP contact hours: 10 CORA requests: 1**

**Fire Prevention Customer Inquiries: 92 Stop Work Orders: 2 Fire Watch: 4**

**UAV Flights: 0 Fire/Investigation Responses: 19 responses and follow ups**

**Permits Issued: 27 Permits Closed: 38**

**FIRE AND LIFE SAFETY EDUCATION:**

**Education:**

For the month of October, CRFD made contact with:

- 7,617 citizens through 19 different public education and community events totaling 23.25 hours of education. Of the citizens we made contact with in October, 4,404 were children (18 years of age or younger) and 3,213 were adults.

## Public Education Highlights:

- Fire Prevention Week 2024
  - **"Smoke Alarms: Make them work for YOU!"**
  - Chief Chambers and Sparky helped kick off fire prevention week by attending the Town Council meeting where the Mayor read a Fire Prevention Week Proclamation at the start of the Town Council meeting
  - Outlets at Castle Rock electronic billboard
    - In collaboration with the Town Communications department and the Outlets at Castle Rock, CRFD created a digital billboard ad for Fire Prevention Month. This digital sign was on display for the month of October and was seen by thousands of cars on the I 25 corridor through Town every day.
  - CRFD and Domino's Delivery Smoke Alarm Campaign
    - FLSD members Chief Chambers, Assistant Fire Marshal Sullivan and FPE Moore helped deliver four Domino's orders to homes in Castle Rock.
    - During the delivery, CRFD checked the smoke alarms in the homes where the orders were delivered. All four homes had working smoke alarms, so the orders were free!
  - 25<sup>th</sup> Annual Coloring Contest
    - CRFD hosted its 25<sup>th</sup> annual fire safety coloring contest. This event encouraged kids to creatively communicate the message of "Smoke Alarms: Make them work for YOU!" by making a poster to illustrate the theme.
    - The contest was open to third through sixth-grade students in Castle Rock.
    - Of 93 student entries, 5 winners from 3 schools were selected.
    - Chief Croom and FLSEs utilized a standardized rubric and anonymous selection process to select the winners.
    - Presentations took place at schools during the month of October.
    - Winning classes enjoyed treats for their entire class and had the opportunity to place their drawing onto the side of a fire apparatus where it will ride for a year.
    - Winning students also had the chance to meet Sparky!
- Other notable events: Story time at Philip S. Miller Library, visits to 9 different preschools and kindergarten classes throughout the month, Red Rocks Community College Career Fair.
- Wrapped up Fire Prevention Month by spreading smoke alarm education, along with candy at:
  - Fangtastic Festival
  - Boo Bash with Outlets at Castle Rock
  - Trunk or Treat

## Car Seat Education:


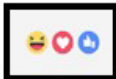


Crews and administrative staff assisted with community education for 23 car seat checks.

**PulsePoint Monthly Active Users (MAUs):**

During September 2024 (reporting is one month in arrears), 1,225 users following CRFD on the PulsePoint app enabled CPR alerts and there were 6,165 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

**Social Media:**

During the month of September (reporting is one month in arrears), the CRFD Facebook page reached 12,669 people. Posts were shared 65 times during the month and post engagements came in at 1,769. Three of our highest performing posts were about our responses to a vehicle fire, Brush 155 deployment and video of a moose.

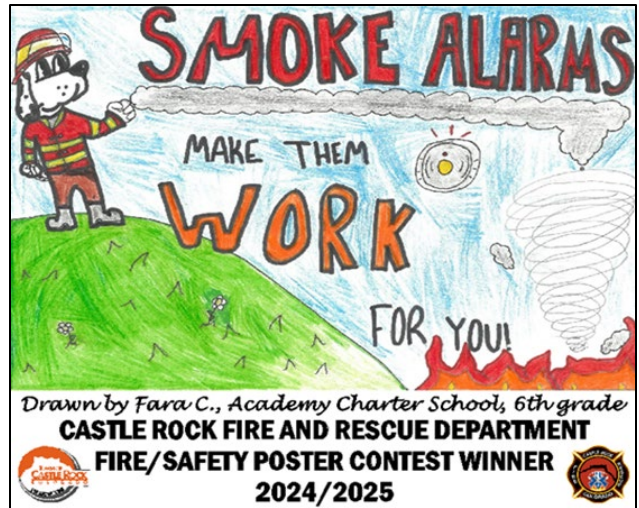
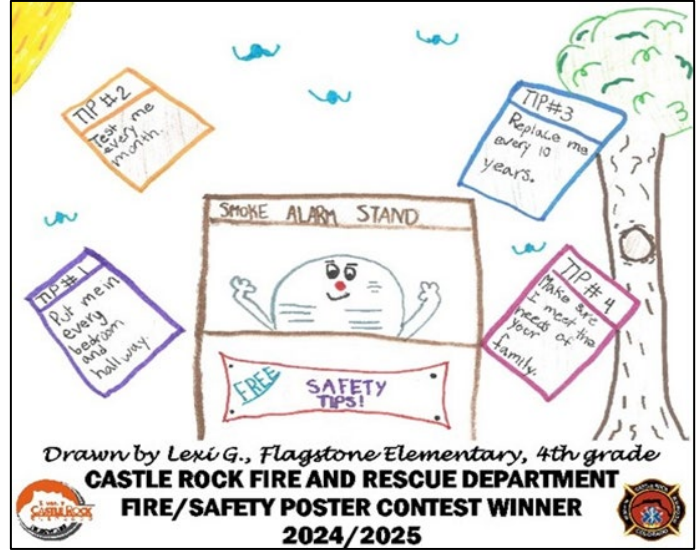
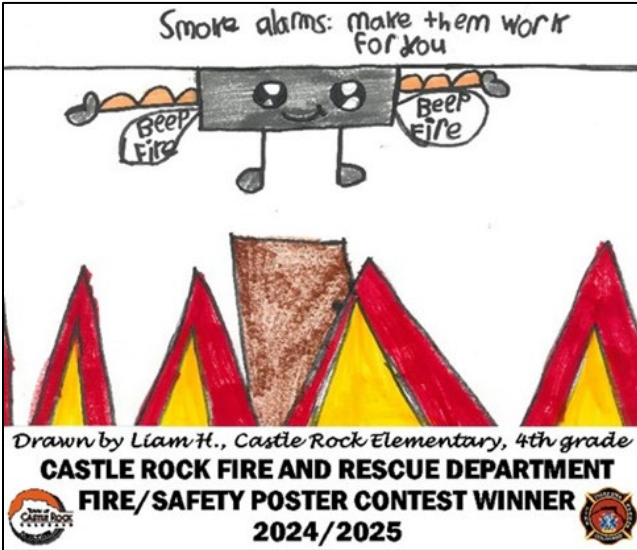
CRFD Facebook June 2024	
	5,252 Followers
	1,023 Likes and Reactions
	4,500 Page Views
	1,769 Post Engagements



Winners of FREE Dominoes!!!



Coloring contest winning posters



## **Training Division:**

**Acting Division Chief Jeff Hood**



### **Division Chief Commentary:**

The first weeks of this month brought tremendous loss to our department with the passing of Firefighter Koldeway. During this profoundly difficult time, our department's focus shifted entirely to supporting Andrew's family and each other. The strength and unity shown by our team exemplify the bond we share as a department and fire service family. Training and additional duties paused as we gathered to support one another and find a way forward. As we transition back to our work, we do so with Andrew's legacy in mind, honoring his memory through service, dedication, and commitment to each other and the community.

### **Lewis Street Acquired Structure:**

In our final month using the Lewis Street acquired structure, we hosted another hundreds of hours of invaluable training. This home allowed us to conduct realistic and impactful training, including RIT training and a Nance drill, which is something many of us had not experienced in many years. Additionally, crews trained on ventilation operations and performed firefighter and civilian rescues in simulated environments. The Lewis Street home has been an exceptional resource for skill and our development. We greatly appreciate this training opportunity, and the division will look for similar opportunities in 2025.

### **Shift Training Officers (STOs):**

The STOs were instrumental in overseeing all drills at the Lewis Street structure, facilitating hundreds of training hours. They also contributed by teaching at the Mile High Firefighters Conference and the West Metro Academy, assisting with acting engineer task books, and aiding in EMS training development. Their work extended to EMS meetings as they helped prepare for our upcoming transition to LifePak 35s, and they played a critical role in supporting Andrew's family and the department through the funeral planning process.

### **Department-wide November EMS Training:**

Led by Paramedic Flores, our department-wide EMS training provided unique scenarios, including a patient entrapped in a vehicle and another hanging out of a window. These complex situations required removal and treatment efforts, enhancing our team's emergency medical response skills.

### **Department-wide Structure Collapse Training:**

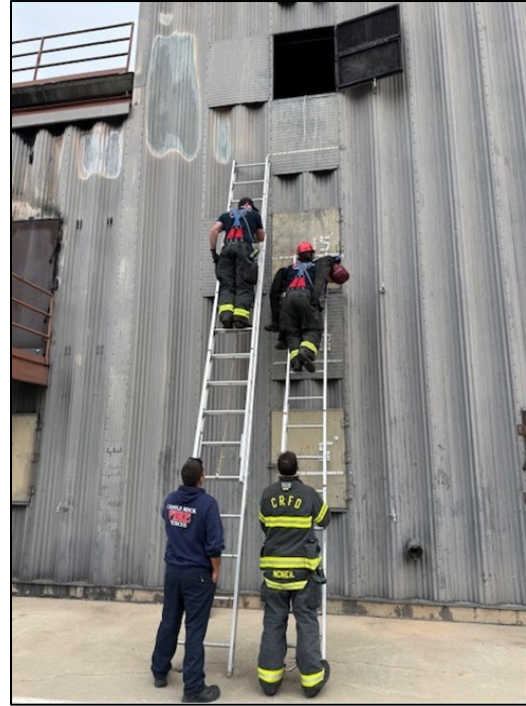
Collaborating with Westside Towing, we were able to simulate a vehicle-into-garage scenario. This realistic setup allowed crews to conduct thorough risk assessments, perform size-ups, mitigate hazards, and address a rescue operation within a hazard area. Thanks to Lieutenants Coffin and McNeil for their vision and work in delivering this training.

## Other Division Happenings:

- One member attended an out-of-state session by Anthony Kastros on “Mastering Fireground Command.”
- Six members participated in the three-day Fire Leadership Challenge in Keystone; an excellent conference that provides valuable insights and development for fire service leaders.
- Window Prop Development: We began developing a new window prop to provide realistic training opportunities for taking and clearing windows.



Nance Drill at Lewis Street



EMS victim removal training



Ventilation training



What's left of our beloved Lewis St. house

**Logistics Division:**  
**Division Chief Jim Gile**



**Division Chief Commentary:**

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

- Planning and supporting for the Koldeway funeral
- Station 153 landscape project completion
- Station 154 landscape project completion
- Station 156 project biweekly meetings continue with the owners rep. During October, a programming planning meeting was held
- Met with MES as our current bunker gear vendor. Worked on solution to the spec change issue with Class 2 harness
- Unit up-fits continued, Osage medic unit, Bureau 152 and staff vehicle replacement
- Attending the Fire Leadership Conference vendor show

In October, the Logistics Division worked diligently to fill uniform requests to ready all members for Andrew's funeral. We were able to fill many requests ranging from lost ties and shoes to needing ribbons updated. This proved to be quite busy leading up to the funeral and has continued since. In addition, the Division continued to work on many projects that were already on-going. Landon and I also attended the Fire Leadership Conference vendor show. There, we had the opportunity to talk with and introduce Landon to many of the vendors used for our supplies.

LEST Landon Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of October, Landon has worked on/filled 57 PStrax uniform requests/alerts and 4 SCBA requests/alerts. Landon has also worked on uniform and gear issuance for the two new FLSD members and assisted with funeral set up/support and Class A uniform requests leading up to the funeral. Landon continues to assist Hazmat with the CGI gas bottle replacements and obtained requested items for Hazmat plug demo kit. Landon also assisted Chief Gile in apparatus pump testing for Monument Fire Department, learning the principles and process of this annual test to verify the pump operation and capacity of our apparatus pumps.

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. The units Ben has had through the shop or touched in October include, Units 082, 408, 101, 223, 110, 080, 120, 155, 141, 116, 430, 185, 580, 088, 189, 409, and 001. He had tracked a total of 120 hours charged to units during the month of October. Ben continues to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. We hope to have this unit finally back by the end of November. It has been a long road working with multiple vendors to get this conversion completed. We continue to deal with lack of parts and support on the International MaxxForce engine which affects the three KME fire apparatus we have in our fleet.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for October are 5,626. Year to date is 60,361, and the total since we began the program is 322,865. 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 apparatus projects

Apparatus Team projects

New Medic for 2025 preparations

Station 153/154 landscaping planning

Station 156 Apparatus

New Medic up-fit



## **Emergency Management and Continuous Improvement:**

### **Chief Norris Croom**

This Accreditation Manager/Emergency Manager position remains vacant, and has been challenging to fill due to the uniqueness of the position. We have modified the position requirements to accreditation manager only in an attempt to fill this vital role. All emergency management functions will move back to the fire chief.

Link to the draft monthly status report

[ImageTrend monthly data](#)