

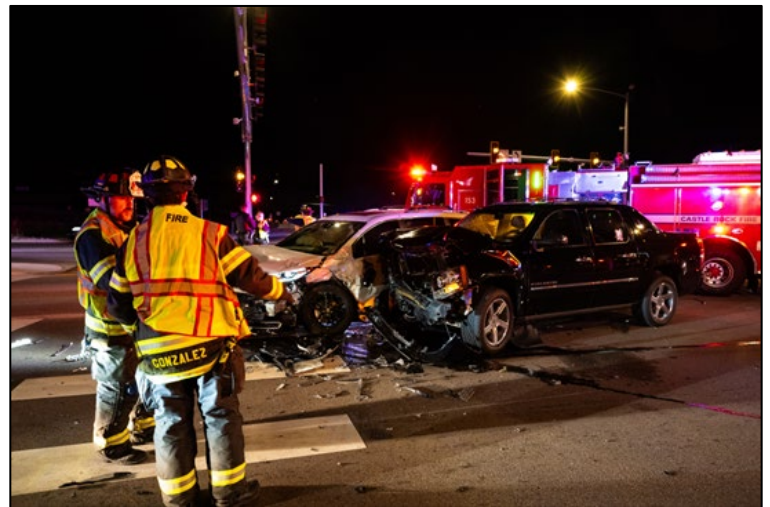
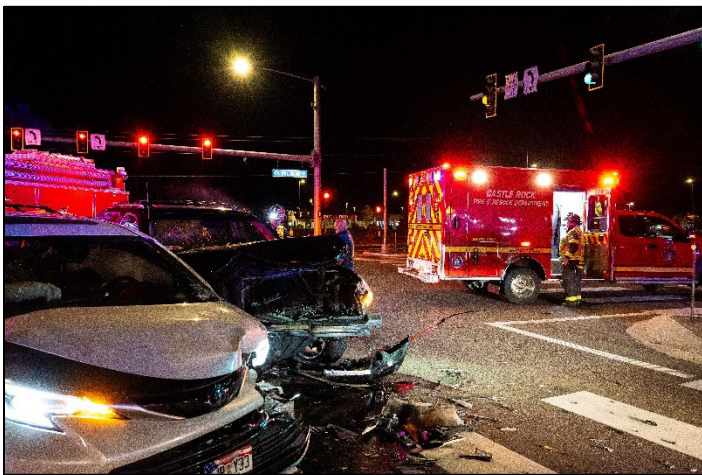
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

October 2025 Monthly Report

Department News: A motor vehicle crash with minor injuries.



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:

After many months of planning, discussion, and extensive feedback from the line members, we shared the high-level details for upcoming changes to how we staff certain stations for Special Operations incident responses. The plan is rooted in the thoughtful input from our members and prioritizes crew continuity, incident response needs, and professional/career development. There are more details to be worked through, but the plan will go into full effect mid-July 2026, and it features a consolidation of equipment, people, and training to certain fire stations.

EMS: Congratulations to Lauren Wendland and Coby Petau on their graduation from paramedic school and we are excited to have you back! The EMS Leadership Team and the Fire Chief successfully interviewed and selected Dr. Brendan McDaniel as the new Medical Director for the department. Dr. McDaniel's background and approach align well with our goals, and his addition marks an important step for the future of our EMS program. We look forward to integrating him into our system and introducing him to everyone over the next few months. We continue to work with Banyan Treatment Center and the doctor offices in the Alexander and Briscoe buildings to ensure that the right services are being asked for at the right times. There has been good collaboration and we continue to see improvements in our responses to those locations. Thank you to Cody Derington, Zac Pelster, and Tommy Gamboa and Dr. Kempema (from Advent Castle Rock) for leading this month's EMS Skills Rodeo. We'd like to also acknowledge Kyle Flores for taking over the EMS training cache and beginning the process to repair and upgrade some of our training equipment. Lastly, several members have begun piloting the new AI integration into the ImageTrend ePCRs, and we are working to implement it around the first of the year.

Special Operations: HM153 represented the department in a metro area UASI NCR exercise where the crew worked fluidly with other area agencies. The relationships among the regional fire department teams remain positive and productive. The Wildland Team returned from the most recent deployment to California, and there will be extensive rehab and maintenance work on the brush truck after the summer deployment season. Comprehensive equipment inventory audits were completed for all Special Operations apparatus. This process helped identify minor areas for adjustment, and we will work to resolve those items through the budget. New Level-A suits were added to HM153 (thank you to Kevin Travis), and a specialized remote anchor picket system was added to SQ155. Finally, the Special Operations training prop is nearing completion at Station 155.

Pipes and Drums: The band and E153 represented the department at the LODD funeral for Arvada Firefighter Kevin Jacovetta.

Apparatus: Engine 156 began its build process and is still on track for completion in January. We are also working on some issues with the Brush truck slated for Station 156 and receiving two new medic units.

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:

- Attended a FSRI meeting
- Completed a ride-along with A-Shift
- Attended and presented at the Fire Leadership Challenge
- Participated in several team meetings throughout the month
- Completed the annual medical physicals

Customer Service:

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

Of the 23 customer survey cards we received in October, one had an overall rating of 4, and 22 had an overall rating of 5. Some of the comments we received were: *"We are forever grateful to CR Fire & Rescue for saving his life August 10th! He would not be alive today if not for you. Also thanks for your care and understanding of wife as she navigated this anaphylaxis crisis! Also, thanks for shutting the door and locking up the house."* Another read; *"In a very scary time, we felt very well taken care of – all of us (patient, parents, sibling). Thank you!!"*

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 October, we responded to 677 calls for service. For the year, we have now responded to 6,104 calls, which is 213 more than at the same point in 2024. We averaged 22 calls per day for the month.

Of the 677 calls this month, 7 were fire-related, 34 were motor vehicle crashes, 82 were service in nature, 356 were EMS calls, 71 were good intent calls, 65 were alarms, and the remaining were miscellaneous. In October, we transported 286 patients to area hospitals, with 233 transported to Castle Rock, 50 to Sky Ridge, and 3 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 474 responses	Q151 with 216 calls	M151 with 189 calls

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

Significant Incidents:

In October, CRFD responded to 14 cardiac arrests.

A- Shift:

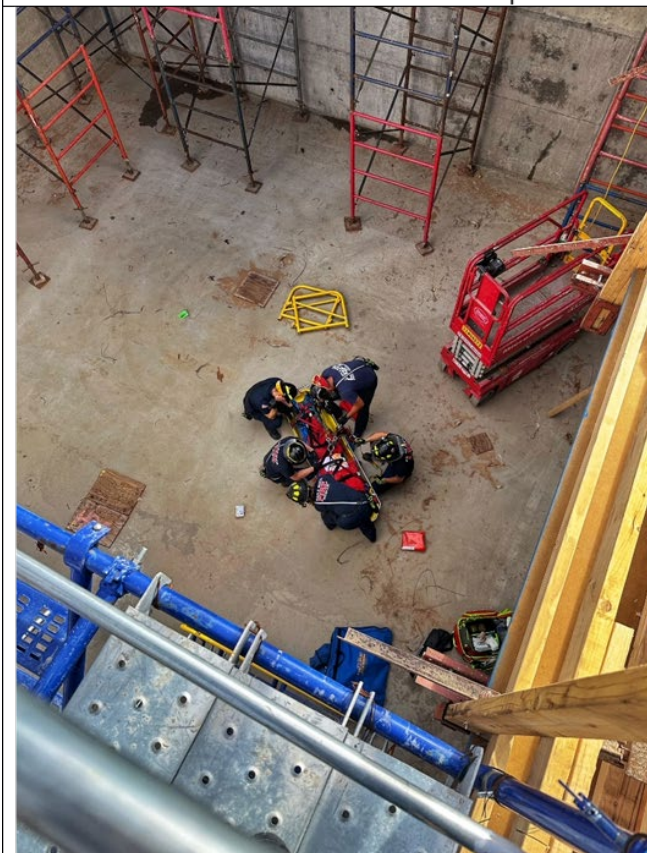
- October 23: BC151, CH151, Q151, Q155, E152, E153, M151, M153, SAFE151, BUR159 responded to a residential structure fire.



Clinical Save Award for CPR save in September



Special Operations training at water treatment facility



Special Operations training at water treatment facility



Special Operations training at water treatment facility

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Congratulations to Lt. Matt Osborn on being awarded a Certificate of Commendation from the American Legion Harry C. Miller Post 1187. This is an annual award where Post 1187 recognizes a member from CRFD, CRPD, and DCSO. Matt was recognized for his overall contributions to the Town and Department, and especially for his efforts working with the Koldeway family and the department during Andrew's sudden illness and subsequent passing. Congratulations Matt!

Interviews were held for the Division Chief vacancies in the Fire and Life Safety Division as well as Logistics in late September. After completing a rigorous process, Assistant Fire Marshal Kevin "Sully" Sullivan was selected to be promoted to Division Chief / Fire Marshal. For the position of Logistics Chief, Jeff Wenzel, from Rio Rancho, New Mexico, has been offered and accepted the position. Sully's promotion was effective October 11, and Jeff's start date is January 5, 2026. Jeff has two kids in school in New Mexico and has to relocate as well. Figuring in the upcoming holidays, this gives him time to relocate, get his kids enrolled in schools, and be ready to go without commuting back and forth in the meantime.

With Sully's promotion, this leaves an opening in the Assistant Fire Marshal position. With the need to hire an additional Fire Prevention Officer after January 1 (thanks 2A!) and still trying to fill the Fire Plans Examiner, we are going to hold off on this position for now to focus on getting these other positions filled. Look for more info on this after the first of the year.

The admin remodel started in August, continued through September, and pretty much wrapped up in October. This was done to better utilize our space at admin with the addition of new positions and to be able to accommodate additional positions in the future. We have a few minor punch list items to finish, but are substantially complete as of the end of October.

A local contractor completed wildland mitigation on 7.2 acres of Centennial Park. This area was identified in the CWPP as a "Very High" risk, and we were finally able to work to reduce the risk. We also started some mitigation work in Escavera on about 3 acres of town property, and we are working with the Colorado State Forest Service to develop a scope of work for mitigation of about 20 acres of the forested portion of the Metzler Family Open Space along Crowfoot Valley Road.

Fire Chief Commentary:

Design work is substantially done for Station 156 and Logistics, and we have finalized a detailed budget of almost \$21 million. We are in the process of replatting the site and are working with the architect, surveyor, and Town to make this happen. A Pre-Application meeting was held in early October where the Town advised of any concerns or issues. Since this meeting, we have submitted formal plans for review to begin the land use and construction processes. Our neighborhood

meeting is scheduled for November 17 at 1800 at the PSTF North, 301 Malibu Street, a Public Hearing sign has been placed on site, a “Coming Soon” sign should go up in early November, and we are working to schedule Council approval on the first phase of the project to begin dirt work. Things are beginning to move more quickly now.

Coming Soon...

Castle Rock Fire Station 156 & Logistics Center



On October 21, Town Council approved the purchase of two new Pierce engines as part of the fleet replacement schedule. We received permission to move these engines up in the replacement cycle from 2028 to now due to the extended delivery time. Each engine costs \$1,356,915.50, and the estimated delivery is 51 to 54 months, so we won't see them until late 2029 or early 2030.

As a municipality, we are participating in the Douglas County Hazard Mitigation Plan update. This plan identifies risks associated with natural and human-made disasters, and how to mitigate the risk. This is a cooperative effort between the County, the municipalities, and numerous special districts. This plan is updated every five years, and we will adopt the final version in 2026.

Finally, I attended the groundbreaking for the Sports Development Center and the Brickyard. The sports center will be approx. 145,000 square feet, and is the first new recreation center in the Town since 1988. Congrats to Parks and Rec!

Fire and Life Safety Division:

Division Chief Kevin Sullivan



Fire and Life Safety Division Summary:

October 2025 reflected continued community growth and collaboration.

Major occupancies like *The View* and *Castle Rock Pediatrics*

demonstrate strong partnership between developers and FLSD in

supporting safe, compliant openings. The Division sustained steady inspection throughput,

deepened public engagement, and upheld its commitment to proactive fire and life safety education across Castle Rock.

Division Overview

October was a productive and highly visible month for the Fire and Life Safety Division (FLSD).

Staff supported community events for Fire Prevention Week, advanced construction projects, and

continued proactive public education outreach.

Two major community milestones that occurred this month:

- **The View** opened with a *Temporary Certificate of Occupancy* for several floors and amenities, marking a significant downtown development achievement.
- **Castle Rock Pediatrics** officially opened its doors to patients, following months of inspection and plan-review support from FLSD staff.

Inspection and Plan Review Activity

The Division completed 169 inspections—75 construction, 88 business, 4 mobile food vendor, and 2 special event inspections.

A total of 144 plan reviews were processed (104 development services, 39 system-specific fire protection, 1 special event).

Public Education and Community Outreach

Life Safety Educators connected with 2,641 community members across 19 events totaling 23 hours of education.

October's campaign, "*Charge into Fire Safety: Lithium-ion batteries in your home*," anchored **Fire Prevention Week 2025 (Oct 5–11)**.

Key highlights:

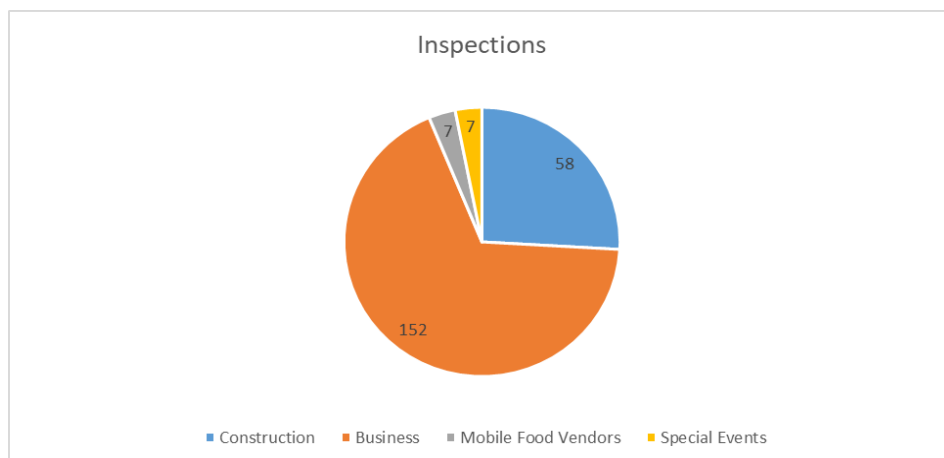
- Town Council Fire Prevention Week Proclamation
- CRFD x Domino's Smoke Alarm Campaign (10/6) – three homes visited, alarms tested, and "free pizza for safety" awarded
- 26th Annual Coloring Contest: 7 schools participated; 5 winners announced across 3 schools
- Additional events: Story Time at Philip S. Miller Library, school visits, Career Day, Benefits Fair, and multiple Halloween safety outreach events

Car Seat Safety

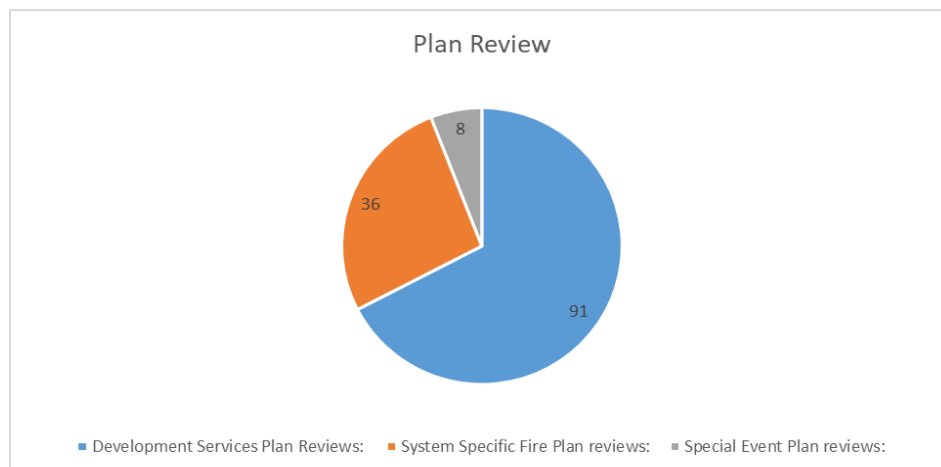
20 car seat checks completed (17 rear-facing, 3 forward-facing); 14 installation errors corrected.
17 appointments and 3 line/shift checks were performed.

Community Engagement

- **PulsePoint Users (Sept data):** 7,084 MAUs with 2,006 CPR alert followers
- **Social Media Reach (Sept data):** 261,699 people reached; 1,670 engagements – top posts featured major incident responses and wildfire deployment.

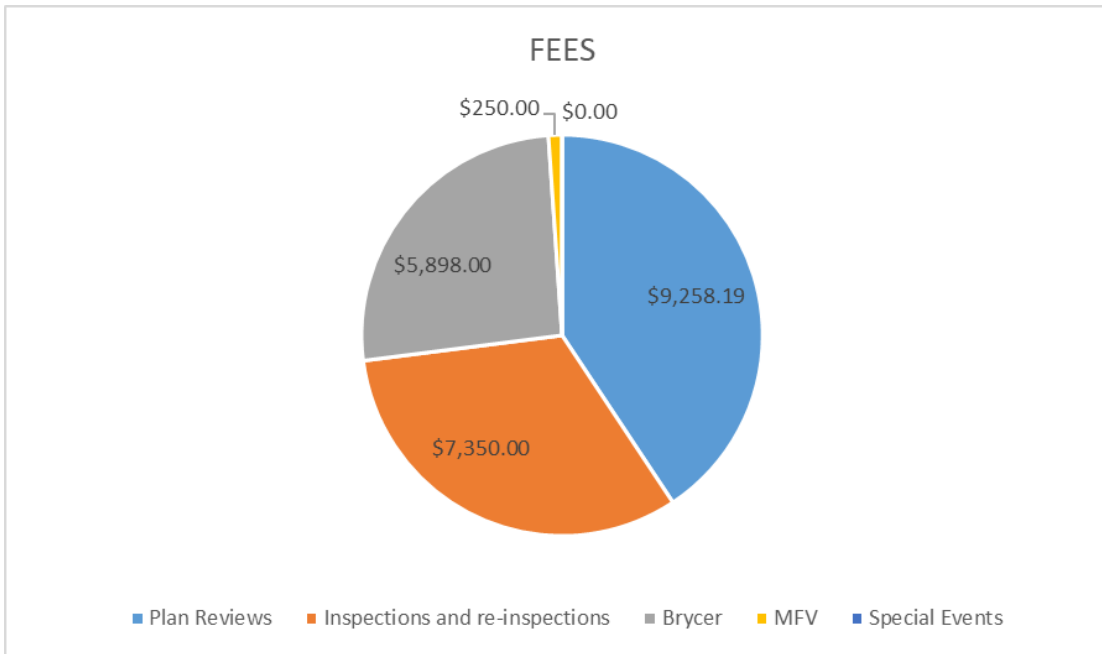


Construction	58
Business	152
Mobile Food Vendors	7
Special Events	7
TOTAL	224



Development Services Plan Reviews:	91
System Specific Fire Plan reviews:	36
Special Event Plan reviews:	8
TOTAL	135

FEES BROUGHT IN FROM THE DIVISION:



FEES RECEIVED	
Plan Reviews	\$9,258.19
Inspections and re-inspections	\$7,350.00
Brycer	\$5,898.00
MFV	\$250.00
Special Events	\$0.00
TOTAL	\$22,756.19

SQ FT Inspected: 2,547,625

Complaints: 0 Citations: 0 CWPP contact hours: 1

CORA Requests: 17 Fire Prevention Customer Inquiries: Ongoing

Fire / Investigation Responses: 7 Responses and follow-ups

Unmanned Aerial Vehicle Flights: 12

Development Services Meetings: 23

Stop Work Orders: 0 Fire Watch: 2 Permits Issued: 27 Permits Closed: 25

Life Safety Educators

For the month of October, CRFD made contact with

- 2641 people through 19 different public education and community events totaling 23 hours of education. Of the citizens we made contact with in October- 1829 were children (18 years of age or younger) and 812 were adults.
- 15,104 digital contacts were made during the month.

October Public Education Highlights

- FLSE Duncan and FLSE Sanderlin and Sparky helped kick off fire prevention week by helping Town Council members sign a Fire Prevention Week Proclamation at the start of the Town Council meeting on 10/7
- 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 (10/6)
 - FLSD members FPO Thomas, FPO Harris, FLSE Duncan and FLSE Sanderlin helped deliver three Domino's orders to homes in Castle Rock.
 - During the delivery, CRFD checked smoke alarms in the homes where the orders were delivered and where working smoke alarms were found, the pizza was free!
- 26th Annual Coloring Contest
 - CRFD hosted its 26th annual fire safety coloring contest. This event encouraged kids to creatively communicate the message of "Charge into Fire Safety: Lithium-ion batteries in your home" by making a poster to illustrate the theme.
 - The contest was open to 3rd through 6th students in Castle Rock.
 - 7 area schools participated in the contest, 5 winners from 3 schools were selected.
 - Chief Croom and FLSEs utilized a standardized rubric and anonymous selection process to select the winners.
 - 3 of the 5 Presentations took place on 10/30 at Clear Sky Elementary School, which had 3 winners this year! The other 2 presentations will take place on 11/3.
 - 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 events throughout the month included:
 - Story time at Philip S. Miller Library with Chief Sullivan and Sparky in attendance
 - Visits to 6 different preschools and kindergarten classes throughout the month
 - Castle Rock Home School Co-op Career Exploration Day
 - Town of Castle Rock Benefits Fair
 - Hands Only CPR at World Compass Academy
- Wrapped up Fire Prevention Month by sharing educational messaging, along with candy at several area Halloween Celebrations throughout the Town:
 - KinderCare Trunk or Treat

- Aspen View Academy Trunk or Treat
- Boo Bash with Outlets at Castle Rock

PulsePoint Monthly Active Users (MAUs)

During September 2025 (reporting is one month in arrears), 2,006 users following CRFD on the PulsePoint app enabled CPR alerts and there were 7,084 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 261,699 people. Posts were shared 25 times during the month and post engagements came in at 1,670.

Our three highest reaching posts were about the crew's response to a paraglider crash, a structure fire in Diamond Ridge/Sapphire Point, and a wildfire deployment.

Picking up pizza for the smoke alarm campaign



Sparky at the Town Council meeting for the Proclamation reading



Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: October was a strong month for the Training Division as we continued progress on several major initiatives, including oversight of recruits at the West Metro Fire Academy, development of the upcoming Transition Academy, and planning for both the Acting Lieutenant and Acting Engineer schools. Work also advanced on expanding live fire training opportunities through the construction of new burn cells. As a department, we logged 2,426 training hours.

Lieutenant Promotional Process with CPS: The Training Division completed the Lieutenant promotional process in partnership with CPS HR Consulting, the first time the fire department has used an outside agency for this type of process. The collaboration brought valuable expertise and objectivity, and feedback from both internal participants and external evaluators was positive. While minor opportunities for improvement were identified, we are proud that the process was viewed as fair, transparent, and well-structured.

Aerial High-Point Bulletin: A new Safety & Training Bulletin was released as part of our standardization efforts. The bulletin established department-wide guidelines for Aerial Highpoint and Aerial Crane Operations (Static & Dynamic). It included links to updated training videos and resources covering aerial operations, change of directions, and force multipliers.

Hands-On Aerial Operations Training: Building on the new bulletin, the Training Division worked with the Water Department to provide hands-on training at the Water Treatment Plant off Liggett Road. The location offered excellent below-grade access, allowing crews to practice aerial high-point and crane operations in realistic rescue scenarios.

Extrication Technician Training: The extrication team leads hosted a technical training that included the use of a newly acquired jersey barrier and eight vehicles. Students worked through rescue scenarios utilizing all of our extrication equipment. We are proud that the tech class provided practical, realistic training at our own training facility.

Live Burn Cell Construction: The department's new burn cells are nearing completion. These structures will provide future department-wide live burn and fire behavior training opportunities. A huge thank you to the members of the tower maintenance team, whose work has been invaluable to the project's success.

STOs: Among many other tasks and responsibilities, the STOs continued to provide and support hundreds of hours of training throughout the month, including department-wide hoarder house search drills, commercial roof operations, and extrication training.

Other Division Happenings:

- Training provided at the Chameleon Gymnastics Academy to coordinate how to best extricate a patient from their foam pit with potential spine injuries.
- Confirmed that retired FDNY Captain Mike Dugan will present to CRFD at the conclusion of the Transition Academy
- Collaborating with South Metro Fire to develop an Acting STO class
- Ongoing development of elevator rescue and sprinkler system training for 2026
- Coordinating with the Town's legal department to obtain two additional RQI skill stations to better support CPR certification

Aerial high-point training



Gymnastics extrication training



Commercial roof ventilation



Extrication tech team school



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.

If you're interested in learning more about the accreditation process or exploring educational opportunities that support high-performing fire departments and emergency service professionals, this conference is an excellent opportunity to deepen your understanding and commitment to continuous improvement. Training requests are due to Battalion Chiefs/Supervisors by 11/24/2025.

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 the 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 complete the picture — providing the context and nuance that numbers alone can't capture. Please share your thoughts, observations, or specific examples related to your workload, call volume, unit distribution, or overall system performance.

Please feel free to stop by my office, or email me, kwalsh@crgov.com. If logistically it's best to have me come to your station, we can schedule a time! Thank you for taking the time to provide your input — it makes a real difference in shaping how we move forward as an agency and community.

This is a snapshot of our numbers, and not the whole picture! Please follow the link below to see all the October 2025 stats.

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