

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

July 2025 Monthly Report

Department News: On July 24, we held a promotional ceremony for 5 of our members: Steve Coffin to Asst. Chief of EMS and Spec Ops, Steve Patik to Shift Training Officer, Kevin Travis to Lieutenant, Paul O'Brien to Engineer and Casey Venafo (not pictured) to Engineer.

Steve Coffin



Kevin Travis



Steve Patik



Paul O'Brien



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:

While delivering a very sick cardiac patient to Castle Rock Hospital, the hospital staff and medic crew were alerted to a person (who was brought there in a private vehicle) in cardiac arrest in the ambulance bay. The CRFD members split up and provided continued care of the initial patient while also assisting the limited overnight ED staff with the cardiac arrest. Both patients survived neurologically intact – which is directly attributable to the efforts of Josh Kenney, Ryan Hanley, and Joey Lombardi. Each day, we continue to see the excellence of our attending providers and the crews managing complicated patient encounters. This is also reflected in the feedback that we receive from hospital staff and physicians, and it highlights the caliber of patient care providers that exist within our organization.

Congratulations to Engineer Nate McConnell, who retired from CRFD on July 3 after serving the citizens for more than 20 years! With Nate's retirement, Casey Venafro was officially promoted to Engineer, and we are excited to see what Casey will bring to that position.

BC Eric Morgenthaler was also the featured guest on FireRescue1's Better Every Shift podcast. He spoke about the recent Mayday incident, including how important training was to the successful event outcome. You can watch it [here](#) or download it from any podcast app.

Engineer Chris Hinkle was presented with the Town's Applause Award for his work in changing how we refuel our saws. His outside-of-the-box thinking is allowing the department to save money on the fuel costs, while keeping the focus on a good end-user experience. Thank you, Chris!

EMS: The EMS Leadership Team met in July and addressed the culture surrounding the team's mission, how the team's function will align with its purpose, an updated approach to conducting call review, and how daily operations can help drive the department's EMS training. Later in the month, members met with Drs. Luyten and Beckman (former State Medical Director) to further refine our direction on the revised BLS attending program. Lastly, ketamine (for pain management) was finally received after being on back order for a very long time.

Special Operations: One member was deployed with the FEMA Colorado USAR Task Force to Texas to assist in the aftermath of the tragic flooding events. The department's Wildland Team was deployed to California and has been assisting California resources in initial attack operations. They've been requested to extend their deployment and a crew swap was performed at the end of the month. Department members also completed rope training on The Rock, wildland helicopter training, and elevator rope rescue training.

Pipes and Drums: July was another busy month for the band, with performances at the Department's promotional ceremony, Nate McConnell's retirement ceremony, the Douglas County Fair Parade, and the Larkspur/Jackson/Monument Recruit Firefighter Graduation Ceremony.

We are currently working on the following projects:

- Station 156 design
- SOG/Admin Directive updates
- Updating the administrative area of FHQ
- Station 155 updates for M155
- Your Town Academy
- New reserve engine in-service process

We also:

- Attended a Metro Area Fire Chief meeting
- Participated in an NCR Bioterror Exercise planning meeting
- Completed a BC ride along with A-shift
- Participated in a R&D Team meeting
- Participated in the DC Fair Parade

Customer Service:

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

Of the 13 customer survey cards we received in July, all had the highest overall rating of 5. Some of the comments we received were; *"Thank you for your service. CR Fire and Rescue is a top-notch operation. Extremely well trained. My wife & I are grateful for the best!!!"* Another read: *"Thank you for your help!"*

Operations Response Information

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

Call Statistics:

For July, we responded to 617 calls for service. For the year, we have now responded to 4,154 calls, which is 78 more than at the same point in 2024. We averaged 20 calls per day for the month.

Of the 617 calls this month, 26 were fire-related, 35 were motor vehicle crashes, 82 were service in nature, 331 were EMS calls, 64 were good intent calls, 62 were alarms, and the remaining were miscellaneous. In July, we transported 293 patients to area hospitals, with 232 transported to Castle Rock, 48 to Sky Ridge, and 13 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 443 responses	E154 with 202 calls	M151 with 171 calls

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

Significant Incidents:

In June, CRFD responded to 7 cardiac arrests.

A-Shift:

- July 7 – BC151, CH151, CH156, CH158, E152, E155, E39, M151, M154, SAFE151 responded to serious motor vehicle crash
- July 13-15 – BC151, CH151, BR155, BR154, M154, SAFE151 assisted SMFR with a large brush fire
- July 19 – BC151, Q151, Q155, E154, M154, M155, SAFE151 responded to an extrication crash

B-Shift:

- July 18 – BC151, CH151, CH152, CH156, E154, BR152, BR155, BR159, M151, M154, SAFE151, BUR159, SMFR, Franktown, and the DC OEM Helicopter responded to a brush fire
- July 30 – CH151, CH152, CH158, Q151, E154, COL155, M154, M155, SAFE151 responded to a vehicle into a building

C-Shift:

- July 15 – CH156, B155 assisted SMFR with a large brush fire
- July 16 – BC151, CH158, Q155, E153, E154, HM153, M151, M155, SAFE151, BUR153 responded to an appliance fire with possible explosion
- July 27 – BC151, BR155, E154, M154, SAFE151 assisted West Douglas on a large brush fire



BR155 on Airport Road Fire (photo by Eric Hurst)



Wildland Team deployment to California



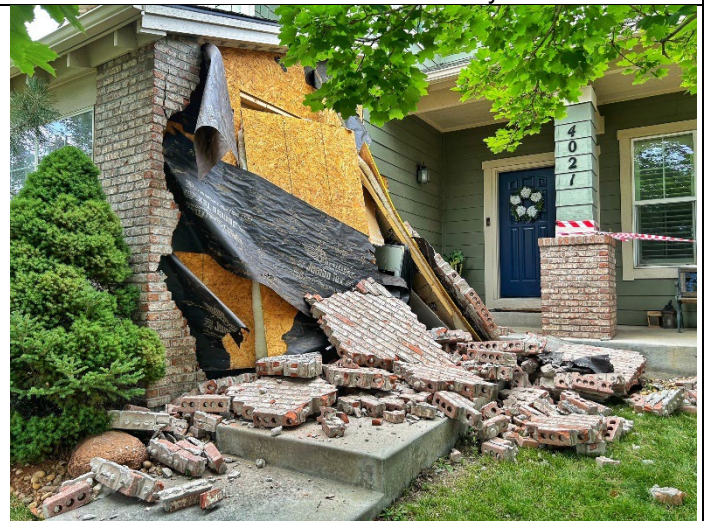
Brush fire off of Crowfoot Valley Road



Brush fire off of Crowfoot Valley Road



Car into a building



Car into a building

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

July 4th saw another successful fireworks show from the Brickyard! Weather and fuel conditions kept us out of fire restrictions, and we had no significant events that day. Planning has already begun for next year as we celebrate the USA's 250th Birthday. Stay tuned!

While the go-live date for CAD-to-CAD integration with South Metro was initially targeted for early May, additional unforeseen technical issues have now pushed this to at least September. Once operational, this system will allow for automatic unit dispatching between agencies, improving response times and eliminating manual communication with dispatch centers. Although some challenges are anticipated post-implementation, the delay is allowing us to address key concerns in advance.

The Division Chief vacancies in the Fire and Life Safety Division as well as Logistics have been announced and are open for application. CPS, a well-known, national recruiter that has a significant amount of experience in fire service recruiting and hiring, is managing the process that closes on August 10. After that, they will screen candidates and perform initial backgrounds in August, and we will then conduct interview panels in September. This process is not restricted to external candidates only, and we encourage any interested internal candidates to apply. We will be involving the members from each division (as well as others) in the interview process, and we will provide more info as we get close to the interviews.

Fire Chief Commentary:

We completed our annual updates of the Strategic Plan and the Standards of Cover (SOC) and presented these to Council for approval. Council approved both, and this closes out the current strategic plan. We will now begin work on developing a new strategic plan to hopefully adopt by the end of the year. We also submitted our Annual Compliance Report (ACR) to CPSE for review and approval, and are awaiting our interview to complete the process.

July saw our initial budget request review and proposed '26 budget items. As stated in the email I sent out, we had budget requests of approx. \$1.6 million and were approved for approx. \$1.07 million, which is pretty significant. In addition to this amount, we will also be getting three new positions (one in admin, one in Fire and Life Safety, and one FF) next year as a result of the passage of 2A.

We are finalizing the lease for space to be able to store new apparatus and equipment indoors until upfit and in servicing can occur. We are working with the owner of the StorHaus on Regent Street, and hope to be able to start using it in August. We are pursuing this space due to us having no additional storage space, and we recently had a new staff vehicle suffer approx. \$2700 worth of rodent damage after it got into the engine compartment and ate wiring and insulation. In addition,

we don't want any new apparatus damaged by our typical summer hail storms, so having a storage unit to put them in should resolve both of these issues.

Design work continues on Station 156, and we are also working to finalize a detailed budget. We still need to complete a rezone of the site, and are working with the architect and Town to make this happen. We are hoping to be able to provide some additional visuals in the near future.

Finally, I spent two days on the Airport Fire in Louviers as part of a short team for the Douglas County Incident Management Team (DCIMT). The County assumed responsibility for the fire from South Metro, and IMT members, South Metro Fire, and Douglas OEM crews were used to continue to work on containing and extinguishing the fire.

Life Saving Award presentation to Mr. Thomas Hallmark for his quick actions in performing the Heimlich maneuver on a neighbor he saw him choking and preventing from going into respiratory arrest.



Fire and Life Safety Division:
Acting Fire Marshal Kevin Sullivan



Fire and Life Safety Division Summary:

Inspection and Plan Review Activity

The Fire and Life Safety Division continued to support Castle Rock's growing community through inspections, plan reviews, public education, and strategic community risk reduction efforts throughout July 2025. A total of 88 inspections were conducted, including 52 construction inspections, 18 business inspections, 16 mobile food vendor inspections, and 2 special event inspections. On the development side, staff completed 74 development services plan reviews, 26 system-specific fire protection reviews, and 2 special event reviews, for a combined total of 102 plan reviews.

Code Compliance and Enforcement

The Division managed 27 permit issuances and closed 25 permits. There were no complaints, citations, or stop work orders issued during the month. Fire Prevention staff responded to 8 incidents, conducted 12 UAV flights, and participated in 23 Development Services meetings. Fire Watch details were required on two occasions. Additionally, the Division handled 17 CORA requests and maintained ongoing customer service interactions related to fire code and prevention inquiries.

Significant Incident: Echo Ridge Apartment Fire

On July 16, a fire incident occurred in a unit at the Echo Ridge Apartments - a fully occupied multi-family residential building. The fire originated in the kitchen area of the affected unit and the building is equipped with an automatic fire sprinkler system. During the incident, a single sprinkler head activated and successfully contained and extinguished the fire before it could spread beyond the room of origin.

Outcome:

- No severe injuries reported to residents or responding personnel.
- Minimal property damage confined to the immediate area around the fire origin.
- No displacement of residents from other units.
- Fire department confirmed the fire was fully extinguished by the sprinkler upon arrival.

This incident underscores the critical importance of residential fire sprinkler systems in homes. The successful activation of a single sprinkler head quickly contained and extinguished the fire, preventing it from spreading and causing greater harm. Residential sprinklers are a proven life and property saving tool, providing occupants with crucial time to escape and minimizing the risk to first responders. This event serves as a strong reminder of the value and effectiveness of fire sprinkler protection in residential settings.

The coordinated efforts of the CRFD Hazmat Team and the Douglas County Sheriff's Office to thoroughly investigate the scene and ensure the safety of the fire investigators were outstanding and greatly appreciated. Their diligence helped secure the area and allowed for a safe and efficient post-incident response.

Public Education and Community Outreach

Public education remained a strong focus in July. CRFD made contact with 803 community members through 24 public education and outreach events, totaling 17.5 hours of educational engagement. Of those contacted, 435 were children and 368 were adults. The educational theme for July focused on proper fire extinguisher use. Life Safety Educators Duncan and Sanderlin, along with Sparky the Fire Dog, participated in four events—Jazz in the Park, the Castle Rock Cattle Drive, Yoga in the Park, and Bumper Time at Station 151—making 410 contacts over three hours.

Fireworks Bucket Brigade Initiative

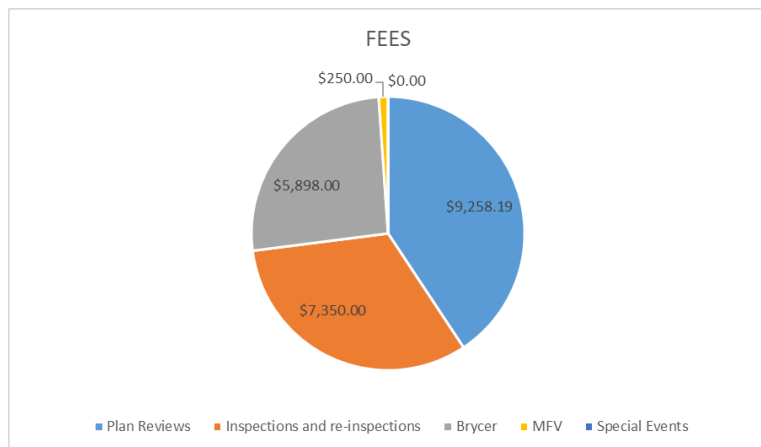
Special recognition was given through an Applause Award nomination to the following individuals for their exceptional work on the Fireworks Bucket Brigade program: **Colleen Sanderlin, Alayna Moore, Lindsey Schmidt, Lori Kania, Deborah Stanley, Landon Brunk, Seth Roan, Jamie Duncan, and Trinity Carter.** Their commitment to community safety, collaboration with vendors, and proactive public education directly contributed to the absence of fireworks-related fires over the holiday weekend—a tremendous accomplishment.

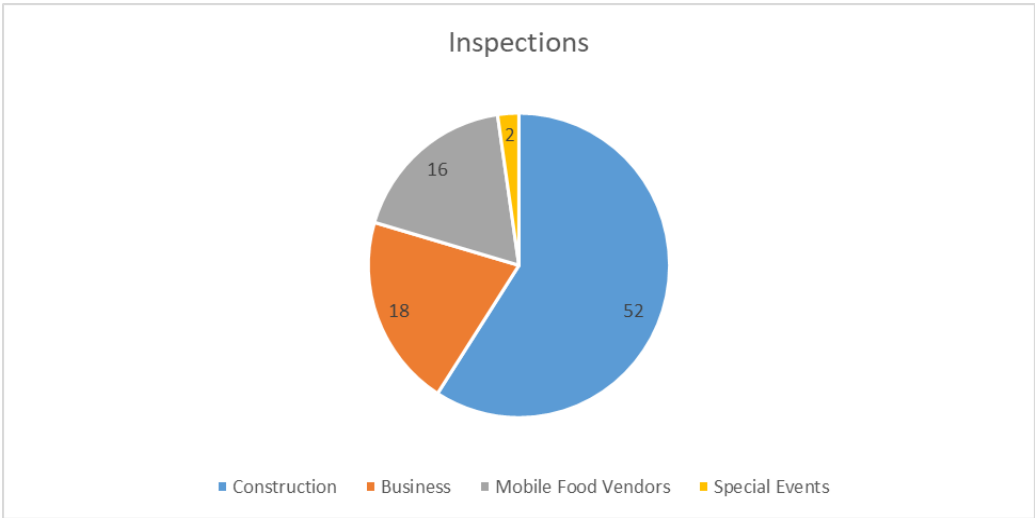
Programs and Operations

Complaints: **0** Citations: **0** CWPP contact hours: **1** CORA requests: **17**
 Stop Work Orders: **0** Fire Watch: **2**
 Fire/Investigation Responses: **8** Permits Issued: **27** Permits Closed: **25**
 Unmanned Aerial Vehicle flights: **12** Development Services Meetings: **23**

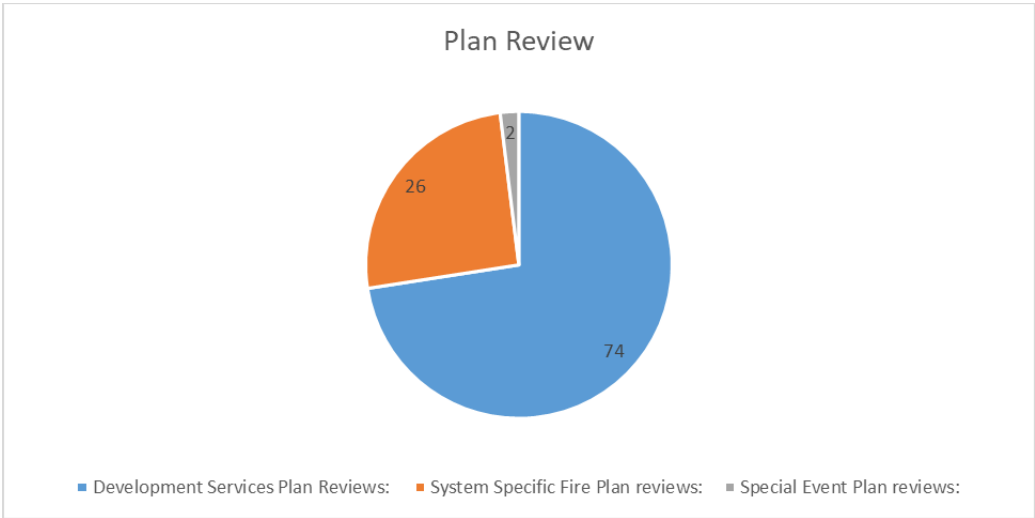
FEES RECEIVED

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





Construction	52
Business	18
Mobile Food Vendors	16
Special Events	2
TOTAL	88



Development Services Plan Reviews:	74
System Specific Fire Plan reviews:	26
Special Event Plan reviews:	2
Total	102

Community Risk Reduction

July Public Education Highlights:

- July's educational message was about fire extinguishers.
- FLSE Educators Duncan and Sanderlin had Sparky at events totaling three hours. Sparky made 410 contacts at the following events: Jazz in the Park, the Cattle Drive, Yoga in the Park, and Bumper Time with Sparky at Station 151.
- CRFD participated in Splash Mob with CRPD at the Miller Activity Complex. This was a successful event and created great community contact.
- FLSD Duncan
 - Assisted with Youth Police Academy and taught participants Hands Only CPR
- FLSD Sanderlin
 - Represented CRFD during an interview with CBS 4 News regarding the Bucket Brigade program

FLSE Sanderlin, in collaboration with the Colorado Division of Fire Prevention and Control (DFPC), dropped off the final buckets for the Fireworks Bucket Brigade program in Castle Rock, a program to promote personal fireworks safety and proper disposal practices. Between June and July, she secured 500 5-gallon buckets from local retailers, placed DFPC educational stickers on the buckets and then distributed the buckets along with safety handouts to all fireworks stands in Castle Rock.

Social Media:

- During the month of June (reporting is one month in arrears), the CRFD Facebook page reached 22,338 people. Posts were shared 12 times during the month and post engagements came in at 693.
- Our three highest reaching posts were about the Fireworks Bucket Brigade, Community Risk Reduction, and FF Ross Marsh and his family's journey through baby MacKenzie's liver transplant.

Visitors at the stations



Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: The Training Division logged 2,494 training hours in July. Much of the month's focus centered on preparing for the start of the West Metro Fire Academy, hosting a successful live fire training event, and continuing internal development for our upcoming promotional processes. We are thankful for the commitment of our instructors, STOs, and partner agencies, which continues to enhance our training opportunities.

West Metro Fire Recruits: Seven recruits were onboarded on July 31 and are set to begin the West Metro Fire Academy on August 5. The July orientation days were created to help ease their transition into the organization and prepare them for the academy. We're grateful to have a full-time cadre member assigned to the Academy. Firefighter Kyle Russell has taken on this role, and we're confident in his ability to represent CRFD and ensure we get the best recruits possible. We also appreciate the support from Landon Brunk in ensuring our recruits were fully outfitted with uniforms and PPE.

SIU Fire Behavior Training: On July 10, we hosted a one-day, dual-role multi-agency training in partnership with the State Special Investigations Unit, IRIS fire investigators, and RestoPros. The class provided education and awareness for insurance adjusters and investigators while also offering high-quality fire behavior training using constructed burn cells. We facilitated four realistic live burn scenarios, creating a safe yet highly effective training environment. Given the success of the collaboration, plans are underway to work with RestoPros to construct a more permanent set of burn cells for future department use. This level of realism and safety is rare, and we're excited about the opportunities it will bring for future company-level training.

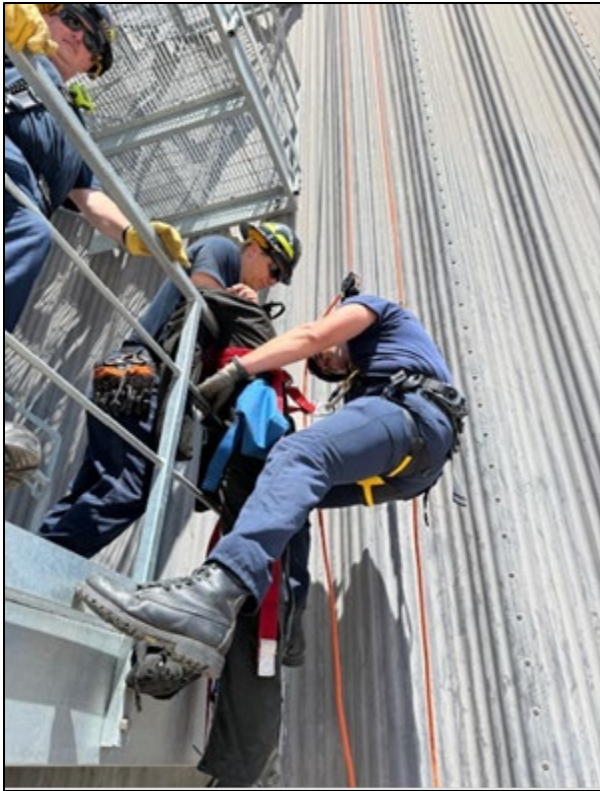
Lieutenant Promotional Process: The development of the upcoming lieutenant promotional process is well underway. Assistant Training Chief Clay Kallweit is leading the effort, with Lieutenants Jeff Helle, Adam Gallegos, and Brett Johnson serving as subject matter experts (SMEs). We also appreciate the Lieutenants, Captains, and Battalion Chiefs who completed the CPS survey—your input is instrumental in shaping the structure and direction of a process that will select our next Lieutenants.

Other Division Happenings:

- Conducted department-wide training at Rock Park, focusing on technical and operational-level victim removal
- Continued to work with the Legal Department to obtain waivers and agreements for the training use of properties across town, such as the Water Department and VIEW, to capitalize on realistic training opportunities
- Participated in Douglas County helicopter 5TA direct fill water operations training in Larkspur

- The STOs delivered over 100 hours of spot drills on topics including roof operations, wildland, and standpipe

Rope pick off training



Helicopter fill site training



SIU burn training



Continuous Quality Improvement: Accreditation Manager Katt Walsh



From January through June, CRFD's total call volume in 2025 has remained similar with the same period in 2024.

Follow the below link to see all the June 2025 stats, and please don't hesitate to contact me with any questions.

Link to the draft monthly status report

[ImageTrend monthly data](#)

