

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

## May 2026 Monthly Report

**Department News:** End of the school year pictures with Sparky!



**Vision - Rock Solid. Relentless Service.**  
**Values - Unity, Passion, Accountability, Respect**

## **Operations Division:**

**Deputy Chief Oren Bersagel-Briese**

### **Deputy Chief Commentary:**

May featured several incidents that tested our ability to apply the right operational strategy to complex and evolving situations. Crews responded to multiple high-acuity events, including suspected arson fires, a residential fire involving children playing with fire inside the home, an oil spill, a lithium-ion battery fire in an apartment complex, and an outbuilding fire in an unhydrated area. While these incidents varied considerably in their hazards and tactics, they all reinforced an important operational principle: appropriate aggressive action is not defined by offensive tactics alone. Rather, it is the ability of our members and officers to accurately assess conditions, identify the most effective strategy, and execute that plan with discipline and urgency. Throughout the month, our crews demonstrated that mindset repeatedly, balancing risk, protecting lives and property, and adapting to the unique challenges presented by each incident.

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EMS: Carter Brown and Evan Mathias have begun their paramedic internships, with Brown completing his rides at CRFD and Mathias at North Metro. The BLS Attending Program continues to progress, with nine members now cleared and several others actively working through the process. The Handtevy project has completed review and is ready for department training, which will begin in June. Thank you to Dickson, Eaton, Petau, and Murphy for their work moving the project forward. We also continue to work with Dr. McDaniel on protocol and agency guideline reviews, improving responses to the AdventHealth Castle Rock medical office buildings, and developing stimulus kits to better support patients and family members with autism. Additional work this month included evaluating replacement options for traction splints and patient lifting equipment, improving EMS supply organization, developing EMS data tracking metrics, and working with area hospitals on mass casualty incident response planning. Finally, after more than two years of planning, we have been able to place LUCAS automatic compression devices on all of our suppression companies.

Special Operations: The Tech Rescue Academy concluded this month with all ten participating members successfully completing the program and receiving positive feedback from instructors. Members also attended Elevated Safety and Rigging for Rescue courses, while LT Robberson continued transitioning into the Technical Rescue Coordinator role. Hazmat efforts remained focused on maintaining response readiness through coordination with regional partners and Station 153, while evaluating future training opportunities tailored to CRFD's response profile. The Wildland program continued coordination with metro-area Emergency Managers regarding WICC response and successfully tested the metro-area Strike Team/Task Force response model. The recently developed big-rig response plan was placed into service, providing access to regional heavy rescue resources when needed.

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We are currently working on the following projects:

- Station 156 design and build
- SOG/Admin Directive updates
- Specialty station staffing plan
- Updating our bunker gear spec
- Engine/tower specifications
- Position expectation program

We also:

- Participated in an Apparatus team meeting
- Conducted a shift bid
- Conducted a ride-along with B-Shift
- Participated in the Command Staff meeting
- Attended Hospital Area Command Staff meeting
- Participated in the department's two-day Strategic Planning session

### **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 May, we responded to 656 calls for service. For the year, we have now responded to 3,066 calls, which is 134 more than at the same point in 2025. We averaged 21 calls per day for the month.

Of the 656 calls this month, 15 were fire-related, 35 were considered hazardous in nature, 112 were public service (including alarms and citizen assists), 389 were EMS calls (including motor vehicle crashes), and the remaining were miscellaneous. In May, we transported 284 patients to area hospitals, with 217 transported to Castle Rock, 61 to Sky Ridge, and 6 to other facilities.

For the month, we received a citizen survey rating of 4 out of 5, or better, 100% of the time.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta154 with 450 responses	E154 with 256 calls	M154 with 194 calls

### **Significant Incidents:**

In May, CRFD responded to nine cardiac arrests, two commercial fires at The Hideaway Bar and Grill, a hazmat oil spill in the Founders neighborhood, a multi-family structure fire at the Pines apartments, a multi-family structure and a residential structure fire in the Meadows neighborhood, and an outbuilding fire off of Douglas Lane.

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Hideaway Bar and Grill



Hideaway Bar and Grill



House fire in Meadows neighborhood



Lithium-Ion battery fire at The Pines apartments

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## **Administration Division:**

### **Fire Chief Norris Croom**

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

In one of the biggest items to occur in the department in quite some time, the leadership of Local 4116 and the Town Manager have agreed on language for a resolution to be presented to Council for adoption recognizing Local 4116 as the employee organization for the Town. The resolution is scheduled to be presented to Town Council on July 21, which is the day after Local 4116's 25<sup>th</sup> Anniversary. While this not a collective bargaining agreement, it goes far beyond the requirements of meet and confer, and offers an excellent path forward. Congratulations on this significant achievement!

We responded to two fires on back-to-back nights at The Hideaway on Jerry Street. Crews performed extremely well to keep the fires in check and not spread to adjacent structures. While the first fire was relatively minor with minimal impact to the business, unfortunately, the second fire made the building uninhabitable. Both were suspicious, and due to the efforts of the Fire and Life Safety Division, Castle Rock Police, and Douglas County Sheriff's Office, a suspect was taken into custody. The case remains open and active.

The contractors have been moving a lot of dirt at the 156/Logistics site and are getting ready to start work on the retaining wall. As a reminder, if you stop by the site, you must wear appropriate PPE, and please check in with the superintendent at the construction trailer. Per the construction schedule, we remain on target with a completion date of September 2027.

We met with the budget team in May to review our 2027 requests totaling approx. \$3.3 million (not including capital). Since then, we have answered questions based on our submittals, and have worked on additional budget items in the Capital budget as well as the General Long-Term Planning (GLTP) budget. The Town's budget open house is scheduled for June 9, so we should know relatively soon what was approved for next year.

We celebrated Steve Milburn's retirement in May with a low-key event (at his request). Steve spent just over eleven years with us, and over twenty total in the fire service. We wish him well in his next endeavor!

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

The Town experienced a significant traffic event on May 15 due to a four-hour closure of Interstate 25 at Mile Marker 187. Traffic continued to flow into town for this entire period with only single lane options to leave town via Highways 85 and 86, Crowfoot Valley Road, Castle Oaks Drive, and Wolfensberger Road to Highway 105. This resulted in massive traffic backups, extended response and transport times, and overall gridlock throughout the entire town. As a result of this event, CRFD, CRPD, Public Works, and the Town Manager attended an After Action Review (AAR) with CSP, CDOT, and other partners to determine how to better manage closures of the interstate. We will continue to work with all involved to prevent, if possible, or at least minimize the impact to the Town going forward.

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We remained in Stage 1 Fire Restrictions along with Douglas County. There may be some relief in sight as the monsoon season approaches, and we will continue to closely monitor conditions.

A representative group from the department participated in a two-day strategic planning process. Working from five strategic goals developed by the leadership team in March, the group expanded upon each goal by developing specific objectives. Teams were established to continue working on these goals with a target date of July when we will get back together and review all items to begin finalizing the plan.

We've continued to assess Town property for wildfire mitigation efforts, and are currently looking at areas in Piñon Soleil, an area between Castlemaine Court and Donnington Circle in Crystal Valley, and open space along the Sellars Gulch Trail behind Castle Creek Court.

Work continues on completing the needed agreements and contracts for a firework show on the 4<sup>th</sup> of July at Miller's Landing. We're hoping for good weather and not so dry conditions.

## **Training Division:**

**Division Chief Jeff Hood**



**Division Commentary and Happenings:** Members completed 3,258 hours of training in May. Priorities focused on maintaining high training output while advancing major work in our training tower improvement and maintenance, acting engineer development, and promotional process planning.

**Training Tower Maintenance and Upgrade Planning:** The Training Division continued coordination with Town of Castle Rock Facilities, WHP, and a corrosion removal/painting vendor to evaluate maintenance and upgrade options for the training tower. 2026 planning includes significantly improving our rappel setup and updating live-burn capabilities by installing modernized thermocouple/temperature-monitoring capability for burn tracking and burn room liner replacement (Padgenite). We are also working to improve our Connex box support system and are considering exterior paint and concrete repairs.

**Hospital Area Command:** The Training Division hosted retired Clark County Fire Department Chief Greg Cassell with leadership from CRFD, three partner fire departments, and hospital administrators to introduce Hospital Area Command (HAC) and build momentum for local adoption. HAC is an area command model developed in Southern Nevada to improve coordination and hospital patient distribution and management during high-volume patient surge incidents.

**Acting Engineers and CMCB Testing:** The Training Division completed CMCB written and practical evaluations for the acting engineer candidates currently progressing through task books. This work keeps the engineer promotional pipeline moving, as all of our acting engineers will soon have all necessary CMCB certifications to promote to Engineer.

**Engineer Promotional Process Development:** The Training Division and lead engineer team continued coordination with CPS to build CRFD's first CPS-hosted Engineer promotional process. Planning included multiple working sessions and the incorporation of outside evaluators from four Denver-metro departments to strengthen validation, consistency, and process credibility ahead of the June delivery.

**Shift Training Officers:** STOs again delivered hundreds of hours of shift training and supported several key initiatives, including reassessment and improvement of open area search tactics, which were completed at Sunset Stone, and continued support, mentoring, and training for members with acting engineer and acting lieutenant task books.

### **Other Division Happenings:**

- Continued development of Safety and Training Bulletins addressing master stream device usage and MSA air pack regulator issues.
- Training Division members supported Larkspur/State Fire Officer instruction, delivering training on officer leadership and tactics.
- Coordinated with Logistics to host a successful auto extrication tool demo day.
- The training division continued our hiring process in preparation for the new firefighter Academy that starts at the end of July.

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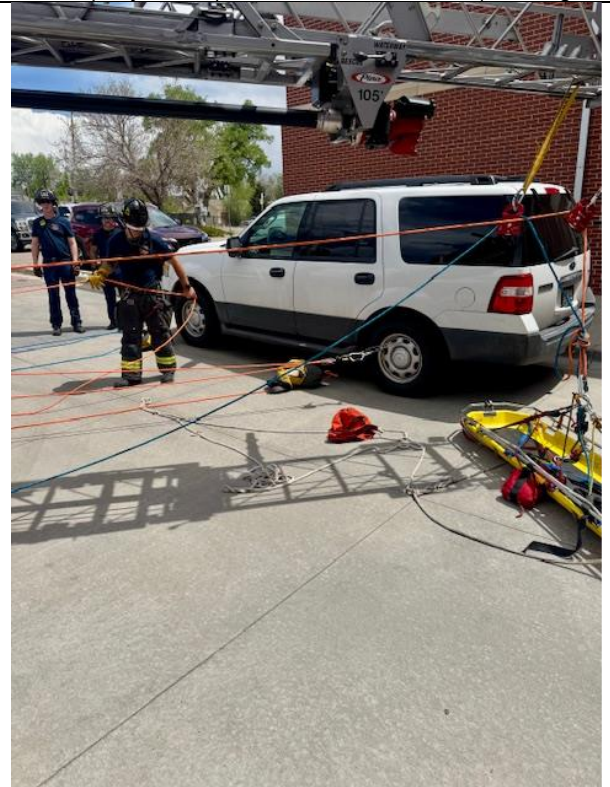
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Company Level (and a Volunteer from HR) Training



CMCB Engineer Practical Testing



Dynamic crane and aerial high point training



Hospital Area Command Presentation

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## **Logistics Division:**

**Division Chief Jeff Wenzel**



### **Division Commentary and happenings:**

The Logistics Division remained actively engaged throughout the month of May, continuing to support operational readiness, fleet reliability, and department-wide initiatives. The division maintained momentum on several key projects while also addressing fleet needs, equipment distribution, and new program implementation to enhance overall service delivery.

A significant communications milestone was achieved as all BK radios were successfully updated department wide. During this process, several units were identified as needing repair and were subsequently removed from service and replaced with spare radios to ensure uninterrupted operational capability. This proactive approach ensures continued reliability and effectiveness in emergency communications.

The division also began distribution of the department's new badges.

Fleet operations saw several notable updates during the month. Quint 155 returned to frontline service after an extended period out of service, restoring a key operational resource to the department. Conversely, Medic 155 was taken out of service following involvement in a crash and is currently undergoing evaluation and necessary repairs.

In early May, the division coordinated and hosted an extrication equipment demonstration with vendors from Hurst and Holmatro. This hands-on demo provided valuable insight and comparison for personnel and leadership as the department prepares for a planned purchase of new extrication equipment sets in early 2027. The event supported informed decision-making and ensured end-user input in the evaluation process.

Apparatus development and fleet expansion efforts also progressed. Engine 156 has officially arrived in Castle Rock and is currently awaiting the delivery and installation of remaining loose equipment before being placed into service. Additionally, the new Battalion Chief (BC) vehicle has been fully stickered and is pending installation of radios and emergency lighting. This unit is anticipated to be completed and placed into service in late June.

Upfit projects continue to move forward for several command and support units, including vehicles assigned to the Assistant Chief of EMS/Special Operations, Assistant Chief of Training, Senior EVT, and FPO. These efforts remain on track and will further enhance operational effectiveness across multiple divisions.

A key addition to the fleet this month was the completion and placement into service of the new Logistics Technician truck. With this transition, the previous red logistics truck has been prepared for auction, where it will move on to its next service life. Additionally, Medic 111 has also been designated for auction as part of ongoing fleet lifecycle management.

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The division also implemented the new EVT on-call schedule in May, providing dedicated 24/7 coverage to support fleet maintenance and emergency repairs. This program enhances response capability and ensures consistent support for frontline apparatus at all times.

New BC Rig



Engine 156



Extrication tool demo



Extrication tool demo



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



### **CPSE Accreditation Update:**

The Center for Public Safety Excellence (CPSE) continues advancing the accreditation process through the implementation of the 11th Edition Fire and Emergency Services Self-Assessment Model (FESSAM), which was approved by the CPSE Board of Directors and will become the new accreditation framework beginning in 2027. Key updates include expanded focus areas on firefighter mental health and wellness, labor-management relations, EMS transport services, public information officer responsibilities, ethical AI use, language accessibility, and enhanced performance measurement standards. Training materials and transition resources continue to be released throughout 2025 and 2026 to assist agencies preparing for future accreditation cycles.

CPSE has also emphasized continuous quality improvement through new educational workshops, accreditation resources, and data-driven performance initiatives. Recent organizational updates include appointments to the Commission on Fire Accreditation International (CFAI) and continued recognition of accredited agencies demonstrating innovation and community risk reduction best practices. CPSE's ongoing efforts reinforce its commitment to supporting fire and emergency service agencies in achieving excellence through accreditation, credentialing, and organizational improvement.

### **Calls for Service and Planning Zone Demand:**

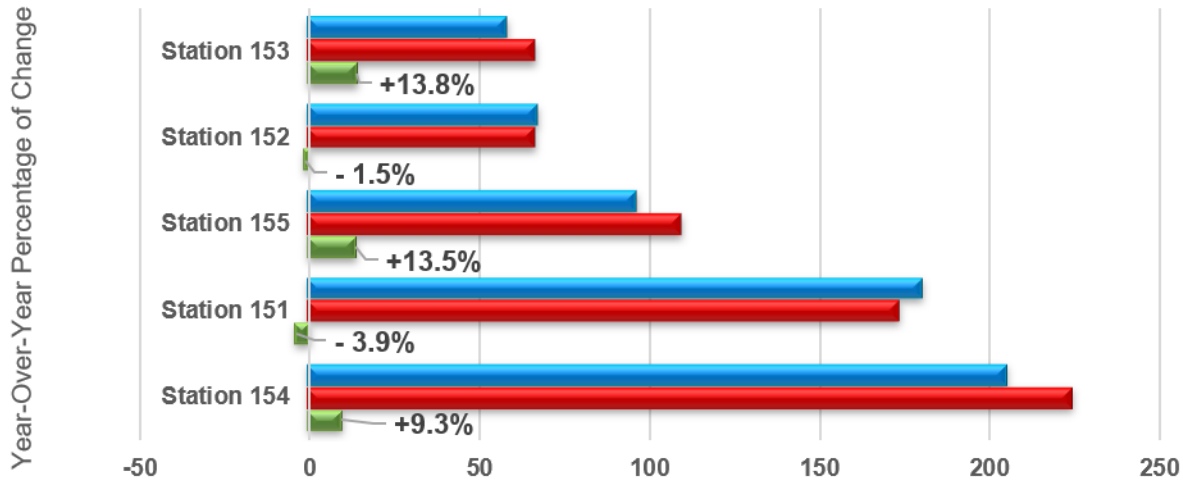
Station 154 continues to account for the largest share of service demand, followed by Stations 151 and 155. Station 153 and 155 showed the largest year-over-year percentage increase in calls for service.

An analysis of calls for service by planning zone for the first five months of the last three years (2024-2026), indicates continued growth in service demand throughout the community. Overall, there has been an 11.7% increase over the three-year period within the timeframe selected. Several planning zones continue to generate a disproportionate share of the calls for service volume, with the highest-demand zones concentrated within established residential and mixed-use growth areas. While the top 10 planning zones account for a significant portion of overall response activity, this data analysis also identified several emerging zones experiencing accelerated year-over-year growth. While these areas are not amongst the highest volume for calls for service, they warrant an increase in monitoring for shifting service demand and future deployment needs. Overall, the data suggests that community growth and development patterns continue to drive increased emergency response activity, reinforcing the importance of systematic, continuing evaluation of station workloads, resource allocation, response coverage, and long-range system planning to ensure service levels keep pace with community demand.

Our analysis transforms daily operational data into meaningful information that supports continuous improvement, strengthens public trust, and ensures the department remains prepared to meet current and future service demands. Every report completed by field personnel contributes directly to the department's ability to make informed decisions, improve outcomes, and maintain excellence in service delivery.

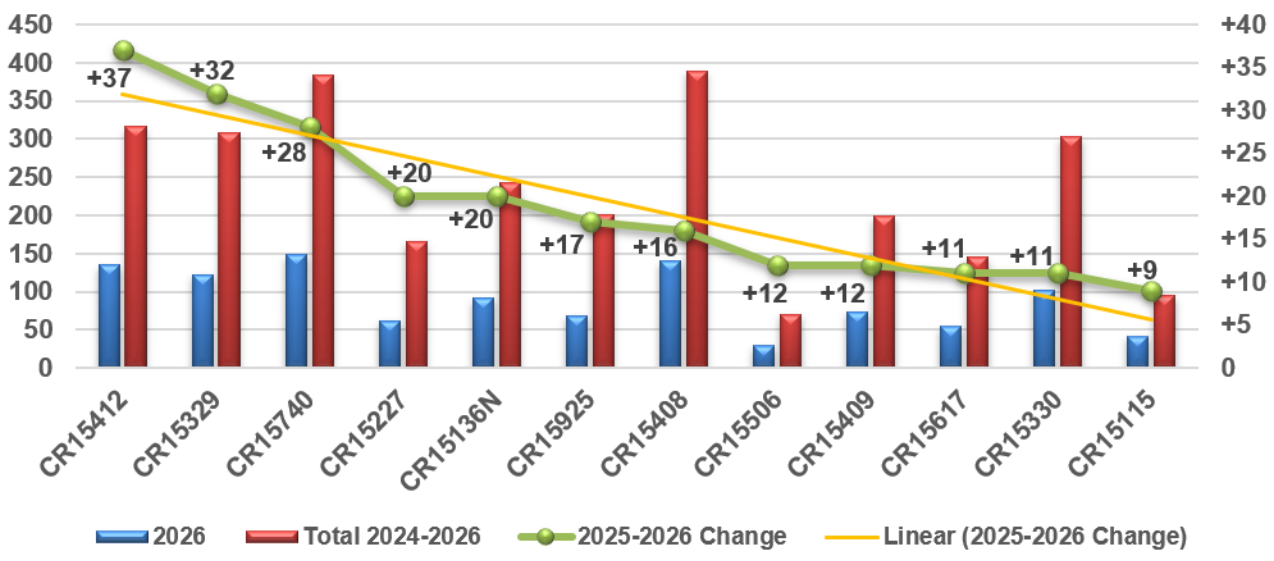
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## CRFD Calls for Service May 2025 vs May 2026



	Station 154	Station 151	Station 155	Station 152	Station 153
May 2025	205	180	96	67	58
May 2026	224	173	109	66	66
YoY % Change	9.3	-3.9	13.5	-1.5	13.8

## Calls for Service Planning Zone Demands (January-May 2024-2026)



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