

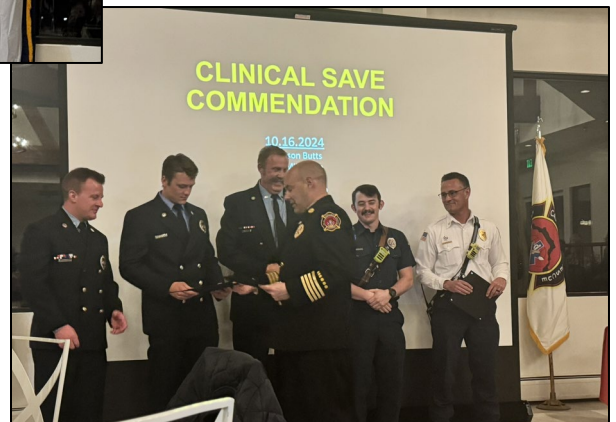
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

March 2025 Monthly Report

Department News: A few photos from the 109th annual awards banquet



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:

At approximately 9:20 pm on March 26, Q151 was dispatched to a smell of smoke in the Plum Creek neighborhood. Once in the area, the crew wasn't able to immediately locate any reason for the smell but noted that it smelled like a house fire. In the face of complacency, they proceeded to search the area for almost 30 minutes before finding a house on fire. The incident was upgraded, and the Q151 crew immediately began fire attack and search operations. As other units arrived and began their assignments, the officer on Q151 fell through the first floor and was unable to pull himself out. He called a Mayday and was removed from the hole by adjacent interior crews. Dispatch sounded the alert tones, the on-scene members reacted quickly in case more assistance was needed, and the incident was upgraded to a second alarm. Crews worked carefully around the collapsed area, including through alternate entry points, to locate, confine, and extinguish the fire before units began returning to service.

We will learn from this call but it was clear during the incident that we have a lot to be proud about. For years, Lt. Jay Allen has led our Mayday training, and in this example, because of that training, we were prepared to deal with the incident. Our member didn't hesitate to make the call, the neighboring crews made the rescue, other members remained disciplined in their tasks, and command remained calm and appropriately aggressive. You might hear something like 'it could have been a lot worse,' but on this call, it wasn't – and that's because of the commitment to training, and the commitment to operational readiness that each member values so deeply.

EMS: We began a project where we are taking a deep dive into our department's EMS culture, looking for ways to bolster what we are doing well, and improve areas that need to be addressed. Two sessions brought more than 40 members' thoughtful perspectives, ideas, and discussions. Following those meetings, an EMS Working Group was formed, and their first meeting will be in May. In other EMS related news: now that we have received some software updates, the LifePak 35 monitors are close to going into service. Additionally, the Pyxis medication dispensing system should go live in mid-May, and Capt. Mike Moore was reappointed to the Mile High RETAC, representing Douglas County, for another term expiring in 2028.

Customer Service:

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

Of the 14 customer survey cards we received in March, all had the highest overall rating of 5. Some of the comments we received were; *"All of the people were part of saving my life! I ended up having emergency open heart surgery including a flight for life. Thank you for being so caring & amazing*

people!!!” Another read; “Made sure I was cared for and explained what was happening.” Another read; “Professional, thorough, caring.”

Call Statistics:

For March, we responded to 623 calls for service. For the year, we have now responded to 1,727 calls, which is 24 less than at the same point in 2024. We averaged 20 calls per day for the month.

Of the 623 calls this month, 9 were fire-related, 43 were motor vehicle crashes, 62 were service in nature, 364 were EMS calls, 66 were good intent calls, 63 were alarms, and the remaining were miscellaneous. In March, we transported 302 patients to area hospitals, with 224 transported to Castle Rock, 66 to Sky Ridge, and 12 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 494 responses	E154 with 231 calls	M154 with 214 calls

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

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) Sta = Station SMFR = South Metro Fire and Rescue HR = Heavy Rescue

Significant Incidents:

In March, CRFD responded to 10 cardiac arrests.

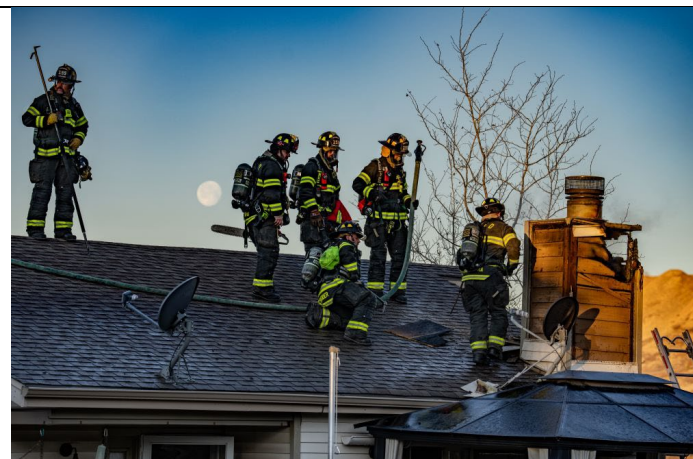
March 16 (A-Shift): BC151, Q151, Q155, E152, E154, M154, M153, SAFE151, the Fire Life Safety Division, and SMFR responded to a residential structure fire.

March 26 (B-Shift): BC151, CH152, Q151, E152, E153, E154, E155, M151, M153, M154, SAFE151, the FLSD, SMFR, Larkspur, and Franktown responded to a residential structure fire.

We are currently working on the following projects:

Station 156 design
Upgrading our cardiac monitors
Accreditation hiring onboarding
SOG/Admin Directive updates

Updating the administrative area of FHQ
Station 155 updates for M155
Obtaining an automatic medication dispensing system



House fire on Mountain Shadows (photo by Eric Hurst)



House fire on Mountain Shadows (photo by Eric Hurst)



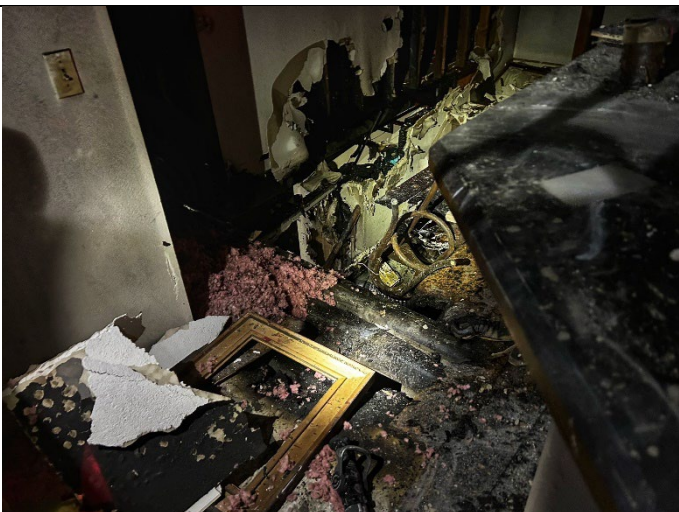
House fire on Mountain Shadows (photo by Eric Hurst)



House fire on Tee Lane



House fire on Tee Lane



House fire on Tee Lane

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Work continues on Station 156 as it relates to design and site work. After working with Castle Rock Water, it was determined that we could experience significant delays as it related to flood plain mapping and issues. So, the decision was made to move the site to town-owned property across Castle Oaks and away from McMurdo Gulch altogether. While this poses new challenges with elevation changes, the team does not see any issues that would prevent us from using the site. Also, after interviewing CMGCs for precon services, we selected Owens Ames Kimball (OAK) for this role. Their offices are here in Castle Rock, and they have completed other projects for the Town.

Working with the Town Manager, Finance, and Human Resources on our compensation challenges with both fire and police, we were able to adjust a number of our pay grades to be more competitive. Specifically, our Firefighter/EMT compensation was at the bottom of the regional pay scale, and we had been working to try and fix this since 2023. The Town wants to remain a highly competitive employer within the resources the community provides, and we continue to assess that on a regular basis. After a thorough analysis, we were able to move the firefighter/EMT position up 2 pay grades, and all other positions from Logistics and Equipment Support Technician to the Safety and Training Officers were moved up 1 pay grade. These were effective as of March 15, and represent a significant investment in our personnel. Additionally, the assistant chiefs, battalion chiefs, division chiefs, and deputy chief will move up 1 pay grade effective January 1, 2026. I greatly appreciate all of the work by Finance, HR, and the Town Manager's office, as well as the support of Town Council, in making these changes to remain competitive in Colorado and especially the Front Range.

Fire Chief Commentary:

March saw all divisions working on the 2026 budget. As we had just under a month to complete our requests, each division was tasked with creating their business cases for submittal, and then all was compiled into the appropriate documents, i.e., general fund budget, capital budget, etc. This has been submitted to Finance for initial review, and then we'll begin the formal budget review process in April. We know that based on 2A, we will be getting three new positions in 2026, which are currently proposed as an additional Fire Prevention Officer (FPO), an additional admin position, and one firefighter. We will continue to update as we move through the process.

We hosted a Community Wildfire meeting for HOAs and individuals on March 1, and had approx. 40 people in attendance. The presentation lasted about 2 hours, was very interactive with lots of questions, and was considered a success in the amount of information provided to the community.

After the CWPP meeting, I was contacted by board members of the Augusta Pointe HOA on Holmby Place and asked to walk their common areas and discuss mitigation efforts. Due to their location next to Plum Creek Golf Course, they had a number of questions about mitigation on both their property as well as the golf course, and how they could potentially work together on projects. The walk-through was very successful, and they were enthusiastic about moving forward with their mitigation efforts.

We hosted another successful annual awards banquet on March 29, and had great representation from Town Council, the Public Safety Commission, and our members. We issued numerous awards to include, but not limited to, clinical saves, unit citations, meritorious service, chief's choice, years of service, and life-saving awards. This exemplified the outstanding work that our members do, day in and day out.

Finally, I attended a recognition event for Staff Sgt. Howard Berger, a 101-year-old World War II veteran, hosted by the Douglas County Board of County Commissioners. SSG. Berger was very personable, had a great sense of humor, and was very honored to be recognized for his service.



Chief's Choice recipients Lt. Matt Melton and Lt. Michael Moore



Fire and Life Safety Division: **Assistant Fire Marshal Kevin Sullivan**



Assistant Fire Marshal Commentary:

The Fire and Life Safety Division continued its strong momentum in March, with focused efforts on training, inspections, and process improvements to enhance fire prevention efforts within the community.

Training and Certifications

Two members of the division attended courses at the National Fire Academy this month, advancing their professional development and strengthening the division's knowledge base. Fire Plans Examiner Alayna Moore successfully earned both the Fire Code Specialist Certificate and the Fire Marshal Certificate, underscoring her dedication to excellence and continued education in fire prevention.

Looking ahead, members of the division are scheduled to attend the *Assessing Ignition Structure Potential from Wildfire* course in April. This specialized training will further increase the team's expertise and strengthen wildfire risk mitigation strategies.

Inspections and Field Operations

Business inspections rose significantly with 163 completed in March. A substantial portion of this increase is due to the newly implemented Line Inspector Program, which conducted numerous primary and follow-up inspections throughout the month. This program is proving to be an effective enhancement to our field operations.

Process Improvement and Contractor Guidance

Public-facing documents have been posted online and are now accessible to contractors and community members. This initiative aims to reduce confusion and clearly outline submittal requirements for permits, ultimately improving transparency and efficiency in the permitting process.

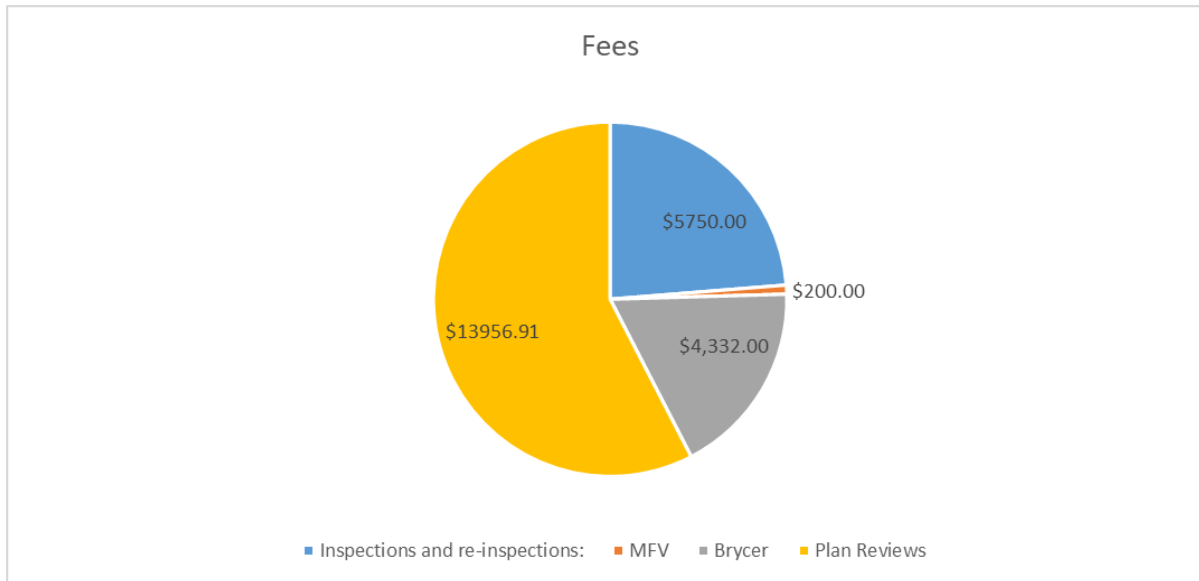
The division remains committed to training, community risk reduction, and regulatory compliance to ensure the continued safety of Castle Rock residents and businesses. We look forward to another productive month in April.

Public Education

In March, Life Safety Educators engaged 117 citizens at five events, providing 17 hours of in-person education. This included 28 children and 89 adults. Additionally, CRFD reached 15,104 people through digital outreach.

Complaints: 0 Citations: 0 CWPP contact hours: 0 CORA requests: 3
Fire Prevention Customer Inquiries: 102 Stop Work Orders: 5 Fire Watch: 4
Fire/Investigation Responses: 21 Permits Issued: 21 Permits Closed: 43
Unmanned Aerial Vehicle flights: 2 Development Services Meetings: 27

Fees brought in from the Division:



FEES RECEIVED	
Inspections and re-inspections:	\$5,750.00
Mobile Food Vendors	\$200.00
Brycer	\$4,332.00
Plan Reviews	\$13,956.91
Totals	\$24,238.91

March Public Education Highlights:

- March's educational message was closed doors.
- In partnership with Advent Health Castle Rock, CRFD hosted a car seat check event for the community. Shout out to CRFD car seat technicians L. Kania, D. Stanley, FFP Picker and FFP Spronk for your help making the event a success.
- CRFD hosted a Wildfire Preparedness and Firewise community meeting with the Water Department. The event was well received by community members. Chief Croom, AFM Sullivan and FLSE Sanderlin presented on various topics and answered questions of the 40 community members in attendance.
- FLSE Sanderlin read to Ms. Ruissi's class at Meadowview Elementary School for their Read-A-Thon.
- FLSE Duncan and FFP Travis taught BLS and Stop the Bleed for the Douglas County Helitack team.
- FLSE Sanderlin attended Frederick-Firestone Fire Protection District Community Risk Reduction Specialist Kristen Hayes's funeral. CRRS Hayes had served in the emergency

services and fire service since 2006. She passed away unexpectedly from acute myeloid leukemia (AML) on February 27, 2025. Her legacy and passion for CRR has left a lasting impact on the state of Colorado and on a national level, as well.

- Food Truck Jamboree.
- CRFD Community Risk Reduction team met on 3/24/25; we will meet again in May.
- CRFD participated in Vitalant's "Battle of the Badges Blood Drive." This two-day event was held in Castle Rock and Parker, and Team Law narrowly took the trophy home this year. More than 170 units of blood were collected during the blood drive.
- FLSEs Duncan and Sanderlin met with Dr. Brad Jackson with Children's Hospital Colorado regarding updates to CRFD's Youth Firesetter Program and also about best practices for referrals to the Burn Unit and Youth Firesetter program at Children's Hospital Colorado.
- Website updates and ADA compliance in partnership with Town Communications continues.

PulsePoint Monthly Active Users (MAUs):





During the month of February, (reporting is one month in arrears), 1,234 users following CRFD on the PulsePoint app enabled CPR alerts and there were 6,168 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Social Media:

During the month of February, (reporting is one month in arrears), the CRFD Facebook page reached 60,373 people. Posts were shared 121 times during the month and post engagements came in at 3,395.

Our highest reaching post was a reel on February 12, the commercial vehicle fire. This was viewed 42,841 times and reached 28,729 people and was shared 23 times.

The second highest reaching post was about the fatal fire on February 17. This was viewed 60,142 times and reached 25,648 people and was shared 51 times.

CRFD Facebook February 2025	
	6,046 Followers
	1,837 Likes and Reactions
	9,976 Page Views
	3,395 Post Engagements



Training Division:

Division Chief Jeff Hood



Division Chief Commentary:

March was a productive month marked by continued hiring efforts, multi-agency training delivery, and hands-on instruction across key fire ground and technical rescue topics. The Training Division supported a round of panel interviews for lateral hiring, hosted a successful Fire Officer 2 course, and saw strong contributions from our Safety and Training Officers across a wide range of disciplines. The department logged 2,011 training hours this month.

Lateral Hiring and Academy Development:

The Training Division reviewed over 60 applicant resumes and narrowed the field to 28 candidates for panel interviews. With help from two five-person interview panels, we were able to extend offers to 10 candidates and identify 2 alternates. In addition, 10 more candidates were designated as potential applicants for future consideration. Conditional offers were sent, and selected applicants are now progressing through the polygraph, physical, background investigation, and psychological evaluation phases. Meanwhile, the Lateral Academy is being developed in parallel, with graduation for this group scheduled for June 13.

CMCB Fire Officer 2 Course:

We hosted a two-day Fire Officer 2 course for departments in the Denver metro area as part of the Colorado Metropolitan Certification Board program. The class included participants from five different departments and received superior evaluations across all categories. Further, multiple training chiefs provided direct recognition for the quality of instruction and organization.

Safety and Training Officers (STOs):

STOs delivered hundreds of hours of training through department-wide and spot drills. Topics included car fires, wildland operations, rope rescue, standpipe operations, roof work, and more. Their continued contributions remain incredibly valuable to the development and readiness of our crews.

Other Division Happenings:

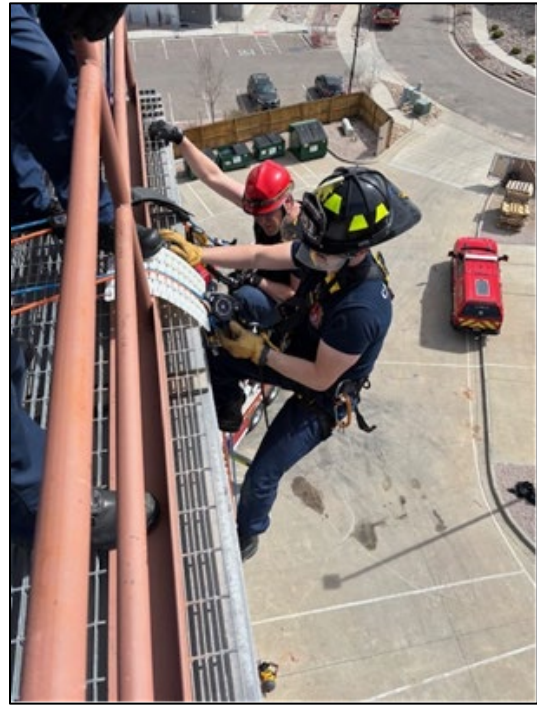
- Continued collaboration with the Denver Fire Department on our upcoming hose deployment class
- Department-wide wildland training rolled out
- Ongoing coordination with the Water Department and Station 155 Lieutenants to implement and fabricate a training prop at Station 155
- Budget cases for the 2026 fiscal year were submitted
- Assist and develop after-action reviews for multiple critical incidents

- Presented at and assisted with the Douglas County Dispatcher Academy
- Continued development of future training initiatives, including active threat, elevator, standpipe, hazmat

STO Lead Spot Drill



Rope Rescue Training



Ventilation Training



Wildland Training

Logistics Division:

Division Chief Jim Gile



Division Chief Commentary:

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

- Portable radio replacement activities
- Station 156 project planning meetings
- Annual SCBA Fit testing
- Staff vehicle replacements
- Reserve apparatus planning and contract
- Squad 155 upfit
- Apparatus Spec. activities

In March, the Logistics Division continued our annual SCBA Fit testing with make-up days and catching up members who missed the scheduled days. We also continued to program the SCBA fobs and deploy portable radios and as well have installed some mobile radios as we have units available. An apparatus build inspection took place at Fouts Fire to verify all items as specified were on our new reserve apparatus. The apparatus was then shipped to Sea Western to have the options we specified added as well as to install an in-cab medical cabinet and some additional shelving to match our current engines as close as possible. Once that work is complete, the unit will come to us for final inspection and acceptance, and then go to Av-Tech for radio and David Clark install. All in all, we were very impressed by Fouts Fire; it is a lot bigger operation that was thought initially.

Meetings continue to be held on a bi-weekly basis with the owner's representative and architect for the Station 156 project. Planning continues on the programming and design of both Station 156 and the Logistics Facility. With the architect and GC on board, the focus has been refinement of the programming and design. After some meetings with Castle Rock Water, it was determined that the site we had been working with has some significant flood plain issues. With that information, the decision was made to transition across Castle Oaks Dr. to a second site owned by the town. This transition will slow the progress on the project a bit.

LEST Landon Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of March, Landon continued to fill requests made through PStrax for equipment and uniforms. He also continued work with Chief Gile on the radio replacements and deployment, managed and performed the annual fit testing and continued with bunker gear distribution and new member preparation. Landon fulfilled or touched 10 uniform requests, 7 PPE Requests, 15 tools and equipment requests and multiple purchase requests. Also, bi-weekly station deliveries were set up and initiated in the month of March, this is when all requested items will be delivered. For any questions on that, please reference Chief Bersagel-Briese's email regarding these.

Sr. EVT Ben Jennings and EVT Max Walter continue to handle the repair and maintenance needs of the department fleet. Both Ben and Max will work together to handle all repairs and maintenance on the heavy fleet and as needed on the light fleet. They are now doing the bulk of the work on heavy units at Station 152. We have also set up an on-call schedule for Ben and Max. There will be a slow transition into this as we continue to get Max up to speed on our units and operation. They worked on a total of 18 units in the month of March with several afterhours calls and post deployment service and repair to Unit 409 after being retrieved from Las Vegas. They continue to do excellent work within the constraints of time and space that we have. There continues to be challenges with parts and supply chain issues with certain manufactured specific parts.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for March are 4,952. Year to date is 15,906 and the total since we began the program is 348,514. 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 heavy apparatus
Apparatus Team projects

New Medic for 2025 preparations
New Medic up-fit
Apparatus trip



CRFD Fouts Fire Apparatus



Fouts Pump and Discharge Testing

Emergency Management and Continuous Improvement:

Chief Norris Croom

Kathleen “Katt” Walsh started on March 10 as our new Accreditation Manager. She has almost 20 years of experience in a first responder role, ranging from Colorado State Parks and Wildlife, emergency dispatching for numerous disciplines on a local, county and state level, and most recently, she was a CALEA Accreditation Manager for a local law enforcement agency. Katt has jumped right into the position, and is working on not only learning our processes, but also becoming familiar with the department as well.

As a reminder, this position was reclassified to a civilian position, no longer holds the rank of Assistant Chief, and also does not have any emergency management responsibilities.

Link to the draft monthly status report

[ImageTrend monthly data](#)