

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

April 2025 Monthly Report

Department News: A couple of incidents:

Vehicle crash with extrication



Vehicle into a house



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:

Throughout the month, Apparatus Team members have been working on Engine 156, as that apparatus is nearing its build spot at Pierce Manufacturing. The team held several meetings and then traveled to the factory in Wisconsin to complete the full pre-construction design process. This engine is very similar to other engines in our fleet and is set up as a regular engine spec. While at the factory, we were able to make some updates to the specifications which will make the engine better for both Operations and Logistics. For this engine, we are anticipating a delivery late in 2025 or early in 2026; and while there, the team was also able to research options for our next two engines – which will be ordered later this year.

Congratulations to Eng. Nate McConnell on his retirement announcement! No single paragraph could express how much you've meant to us or how much you've done for us over the last 20+ years, and we wish you nothing but pure joy in the next part of your journey. With Nate's retirement, we are excited to share that Paul O'Brien has been promoted to Engineer, and he will begin this summer after Nate's last day.

A tweak has been made to the time we present our members with the Clinical Save Award, and it will now be given out at the time of the save – instead of waiting for the annual banquet. With this change, we have presented two awards for clinical saves that occurred earlier this year:

January 3: Nelson, Osborn, Milburn, Hoekstra, Pelster, Capper, Picker

January 5: Butts, Patik, Meyers, Flores, Stevens, Voit

EMS: After a several-month software delay and a lot of work by Capt. Mike Moore, the LifePak 35s have gone into service across the department. These mark a significant enhancement in our monitor-based diagnostics, treatment, and patient care. Additionally, the Pyxis medication dispensing system is still on track to go live in early May.

Special Operations: Squad 155 is back in service after more than a year, returning with a new chassis but keeping the same compartmentation. Getting this unit back allows the Water Rescue vehicle to return to Station 152, and equipment to be appropriately placed on the Squad and Collapse vehicles. This year's version of the 12-day technical rescue school began at the end of the month with four CRFD members participating as students.

Customer Service:

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

Of the 37 customer survey cards we received in April, 36 had the highest overall rating of 5. One had a rating of 4. Some of the comments we received were; *“The Fire Dept & Ambulance service is beyond excellent and I appreciate all you did for me. Another read: “I can’t tell you how much we appreciated how you all treated our Grammy, Mom and wife during her need for care to the emergency transportation to Advent Health hospital!!! Thanks, oh so much! Our prayers are with you all – and God bless you all!! Another read; “Professional, thorough, caring.”*

Call Statistics:

For April, we responded to 571 calls for service. For the year, we have now responded to 2311 calls, which is 35 more than at the same point in 2024. We averaged 19 calls per day for the month.

Of the 571 calls this month, 7 were fire-related, 49 were motor vehicle crashes, 62 were service in nature, 364 were EMS calls, 49 were good intent calls, 55 were alarms, and the remaining were miscellaneous. In April, we transported 258 patients to area hospitals, with 192 transported to Castle Rock, 55 to Sky Ridge, and 11 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 April, CRFD responded to 10 cardiac arrests.

April 5 (C-Shift): BC151, CH152, COL155, E151, E152, E154, HM153, M151, M154, SAFE151 responded to a vehicle into a building.

April 19 (B-Shift): BC151, Q151, E152, E154, M151, M154, SAFE151 responded to an extrication crash.

April 20 (A-Shift): BC151, Q151, E152, M151 responded to a fatal crash.

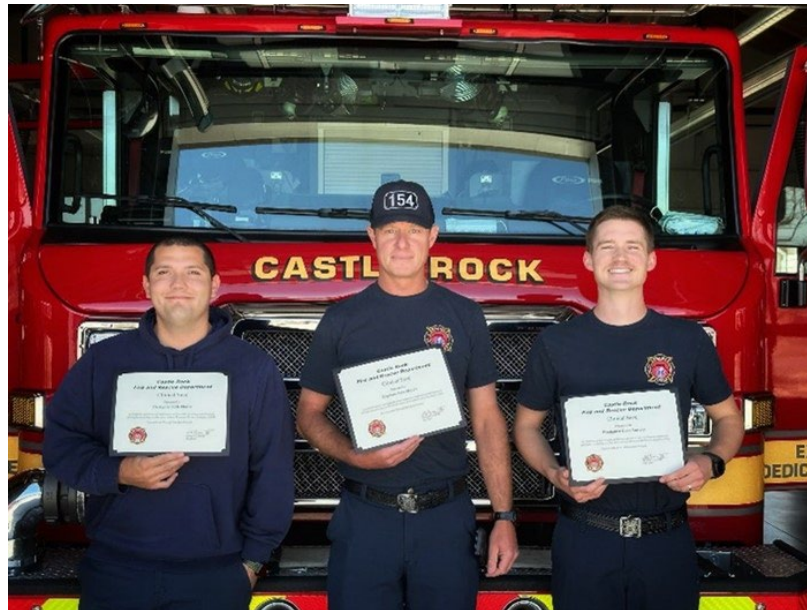
April 25 (B-Shift): BC151, CH151, Q151, E152, E153, E154, M151, M154, SAFE151 responded to a residential structure fire.

We are currently working on the following projects:

Station 156 design
Upgrading our cardiac monitors
2026 budget
SOG/Admin Directive updates

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

Clinical Save Award recipients



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

We received our Cardiac Arrest Registry to Enhance Survival (CARES) report for 2024, and I'm proud to report that our overall cardiac arrest save rate was 32.5% compared against the national average of 9.1%. Our Utstein criteria save rate was 58.3%, and this is where the cardiac arrest was witnessed by a bystander and found in a shockable rhythm. Our Utstein Bystander save rate was 55.6%, and this is where the cardiac arrest was witnessed by a bystander, found in a shockable, rhythm, and received some form of bystander intervention, either CPR or AED application. By comparison, Colorado's Utstein save rates were 36.3% and 39.0%, and the national save rates were 33.4% and 37.6%. Our results are a testament to the training, education, equipment, and performance of our personnel, day in and day out. Congratulations to our team!

Station 156 continues to move forward on design and site work. We are now working on Geotech and surveying of the new site across Castle Oaks to begin the replat and rezone process as well as beginning site design and layout. Moving the site to this new location is projected to add an additional 90-120 days to the project as we have to start over with the basics needed on the site. As such, we are working to refine the budget and construction timeline.



After years of meetings, conversations, and attempts, we believe we are finally at a point to be able to connect our Computer Aided Dispatch (CAD) system to South Metro's CAD. This will allow us to automatically dispatch their units (and vice versa) to calls thereby speeding up the dispatch and response times and eliminating the need to physically call their comm center to ask if the unit is available. Generally, it will also assign the closest unit regardless of jurisdiction, again, in an attempt to improve overall response times. While I've been working on this for a number of years, I really escalated the issue after the Marshall Fire in that an integrated CAD system would allow for the rapid dispatch of multiple units across a number of jurisdictions. So, five years post-Marshall, we're finally there. Response plan and call type changes have been updated ahead of an anticipated go live the first week of May. We expect some challenges once we go live, but we believe the majority of the issues have been resolved while we've been running in a test environment.

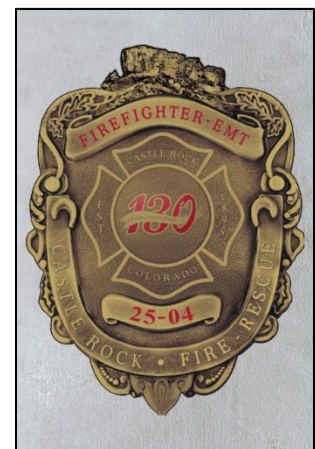
Fire Chief Commentary:

We completed our 2026 Budget review with the Finance team and Town Manager's Office. 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. For 2026, we have approx. \$1.5 million in general fund requests, understanding that not all of them will be approved. We are also asking for additional capital items (primarily vehicles), and the remainder of the funding for Station 156 and Logistics. The Budget Team will finish meeting with all of the departments, and then begin building the first draft of the budget in May. We should know by early June what requests have been approved and what our overall budget will look like for 2026.

With the upcoming addition of the Assistant Chief of EMS/Special Ops as well as another Fire Prevention Officer in 2026, office space at fire headquarters is at a premium. Therefore, we have begun working with Facilities and a furniture company to determine what work areas can be improved, what areas may need to be repurposed, and what would be the most cost-effective way to make that happen. We don't expect that we will have to do any construction as the hope is we can do it all with cubicles and work space dividers.

We are also working with Facilities to begin the needed improvements at Station 155 to accommodate the addition of Medic 155. This will involve an additional bunkroom and modified bathroom facilities.

Finally, on April 8, we celebrated our 130th Birthday! All personnel will be issued a personalized anniversary badge, and then this badge style will become our standard badge next year.



Fire and Life Safety Division:

Acting Fire Marshal Kevin Sullivan



Acting Fire Marshal Commentary:

The division remains dedicated to proactive education, robust inspections, and collaborative efforts that reduce risk and enhance the safety of Castle Rock residents. With wildfire season approaching, our team is committed to equipping both personnel and the public with the knowledge and tools necessary for a safe and resilient community.

Training and Certifications:

Members of the division continued to enhance their expertise through advanced training. Staff attended the Assessing Ignition Structure Potential from Wildfire course, further bolstering CRFD's ability to assess and mitigate wildfire risks to homes in the Wildland Urban Interface. In addition, key team members participated in the Community Risk Reduction Networking Conference, building valuable relationships with fire service peers across the region and sharing best practices to improve risk reduction strategies.

Inspections and Field Operations:

The division completed 242 inspections in April, demonstrating a consistent workload and commitment to compliance and safety. This included 122 construction inspections, 108 business inspections, 11 mobile food vendor inspections, and 1 special event inspection.

The Line Inspector program continues to support the division's efficiency by handling primary and follow-up inspections, contributing to reduced backlog and enhanced responsiveness in the field.

In April, members of the Colorado Division of Fire Prevention and Control conducted an audit of CRFD's school inspection program. The division performed exceptionally well, earning commendation from the State. As a result, there is growing interest in strengthening collaboration between our agencies to further enhance school safety inspections. Special recognition goes to Sr. Fire Inspector Christina Jenkins for her outstanding role in organizing and maintaining the program. Her leadership and attention to detail were instrumental in the success of this audit.

Public Education:

In April, CRFD's Fire and Life Safety team engaged 668 individuals through seven public education events and reached an additional 15,104 people through digital outreach. Sparky the Fire Dog visited two schools, connecting with 340 citizens, while educators and line personnel reached another 328. Educational messaging focused on outdoor cooking safety. Activities included a Youth Firesetter screening and participation in career fairs at Arapahoe Community College and Red Rocks Community College, enhancing CRFD's visibility among future fire service professionals.



FLSE Sanderlin co-taught a Fire and Life Safety Educator I certification course for DFPC at South Metro Fire Headquarters, assisting with instruction, coordination, documentation, and JPR verification alongside five other instructors from across the state. The launch of Phase 1 of the updated Fire and Life Safety Division webpage improved ADA compliance and public access.

CRFD performed 21 car seat checks, correcting eight installation errors.

Social Media:

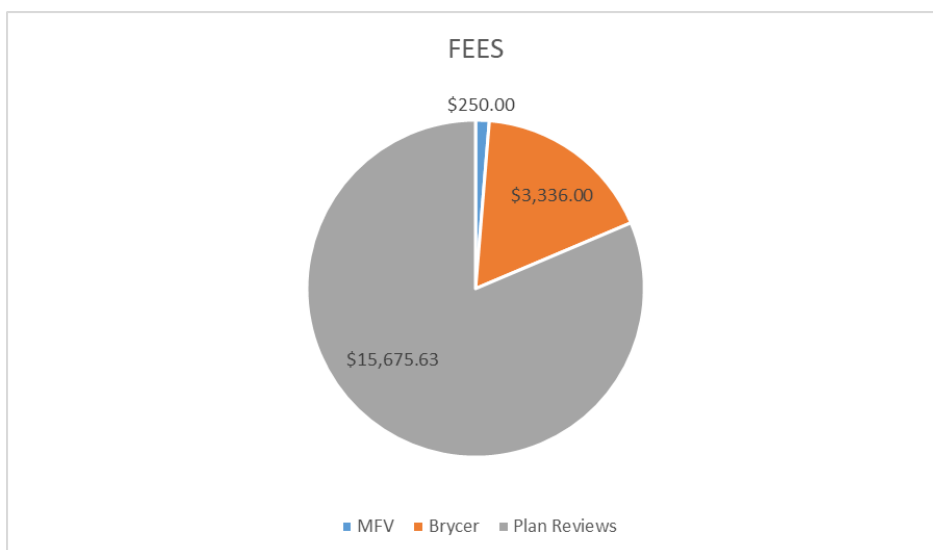
During the month of March (reporting is one month in arrears), the CRFD Facebook page reached 122,996 people. Posts were shared 158 times during the month and post engagements came in at 2,222.

Our highest reaching post was a dash cam video from BC Morgenthaler at the Tee Lane fire, regarding the MAYDAY called by Lt. Helle. This was viewed 146,382 times and reached 115,036 people and was shared 131 times.

The second highest reaching post was about the newest fire apparatus coming soon. This was viewed 21,700 times and reached 11,423 people and was shared 10 times.

Fees brought in from the Division:

FEES RECEIVED	
Inspections and re-inspections:	\$3,375.00
MFV	\$250.00
Brycer	\$3,336.00
Plan Reviews	\$15,675.63
Totals	\$22,636.63



Complaints: 8 Citations: 0 CWPP contact hours: 0 CORA requests: 3
Fire Prevention Customer Inquiries: 125 Stop Work Orders: 1 Fire Watch: 2
Fire/Investigation Responses: 33 Permits Issued: 34 Permits Closed: 46
Unmanned Aerial Vehicle flights: 2 Development Services Meetings: 27

Colorado Risk Reduction Network Conference



Training Division:

Division Chief Jeff Hood



Division Chief Commentary:

April was a productive and fast-paced month for the Training Division. We launched our 8-week Lateral Academy for 10 new recruits, made major progress on RQI implementation, and finalized and released the department's After Action Review (AAR) for the 1907 Tee Lane fire, which has drawn national recognition. The division continued planning for several upcoming large-scale training events while also supporting daily operations and EMS initiatives. Members logged 2,481 training hours in April.

Lateral Academy and Hiring Process: Following a comprehensive hiring process—including resume reviews, coordination of panel interviews, and collaboration with operations and administrative staff—conditional offers were extended to 12 candidates. Of those, 10 successfully completed the necessary physicals, background investigations, psychological evaluations, and polygraphs. These 10 lateral recruits began their academy on April 30, with graduation scheduled for June 13. The 8-week program is designed to reflect CRFD's operational expectations and performance standards, and we are hopeful that all 10 will successfully complete the academy.

1907 Tee Lane Fire AAR: The Training Division released a department-wide After Action Review following the 1907 Tee Lane fire and mayday event. The review has already received national recognition, with several departments from across the country reaching out to acknowledge the value and insight provided by the AAR.

Safety Training Officers (STOs): STOs delivered hundreds of hours of training, including wildland drills, spot drills, car fire scenarios, standpipe operations, roof operations, and rope rescue. They also assisted with the 25-01 Academy, PRV assignments and equipment procurement, and peer support activities. The STOs also supported officer participation in training at SMFR's CTC and provided guidance on recruit task books.

Other Division Happenings:

- RQI Implementation: Progressed through department meetings, in-service training, and simulation skills sessions across stations for full rollout.
- Paramedic Field Instructor Course: Hosted our first course with instruction provided by EMS cadre members and leads.
- Technical Rescue Team Training: Conducted rope rescue operations using the Terradaptor at Gateway Mesa.
- EMS and Douglas County CRT Collaboration: EMS training was delivered with the Douglas County Community Response Team (CRT) on behavioral health response preparedness.

- Hosted a multi-agency hose deployment and advancement class with attendees from five metro-area fire departments
- Continued development of a training prop at Station 155 with support from Development Services and Station 155 Lieutenants
- Worked with CPS HR and Castle Rock's legal department to draft updated promotional process contracts
- Sent Battalion Chief Nelson, Assistant Training Chief Kallweit, and Firefighter Reed to FDIC. Firefighters Derington, Schmidt, and Engineer Meyers attended Fire Officer I courses.

Rope Rescue-Terradaptor Training



Hose deployment and advancement class



Wildland Training



Emergency Management and Continuous Improvement: **Accreditation Manager Katt Walsh**

The 2024 updates to the Standards of Cover (SOC) and Annual Compliance Report (ACR) are progressing, supported by comprehensive data from the full implementation of ImageTrend. This has reduced the need for manual incident reviews for metrics like Effective Response Force (ERF). The SOC is essential for the Commission on Fire Accreditation International (CFAI) ACR, which is due by July 15th.

ImageTrend continues to be a solid foundation for the agency with recent updates, most notably for our agency, being the one released in April for Slate. More significant updates are anticipated in the next two years to further enhance usability and functionality in numerous ImageTrend platforms.

Professional development continues for me through recent attendance at the ImageTrend Connect25 Conference in St. Paul, MN, and the Center for Public Safety Excellence (CPSE) Conference in Orlando, FL. Additional hands-on accreditation training is scheduled for May in Florida, aimed at supporting continuous improvement and recognition of departmental excellence through the accreditation process.

Lastly, the transition from NFIRS to NERIS is advancing, with Colorado's rollout estimated for November 2025. ImageTrend is working to align NERIS requirements with accreditation standards, fire and EMS industry best practices, and operational expectations.

Link to the draft monthly status report

[ImageTrend monthly data](#)