

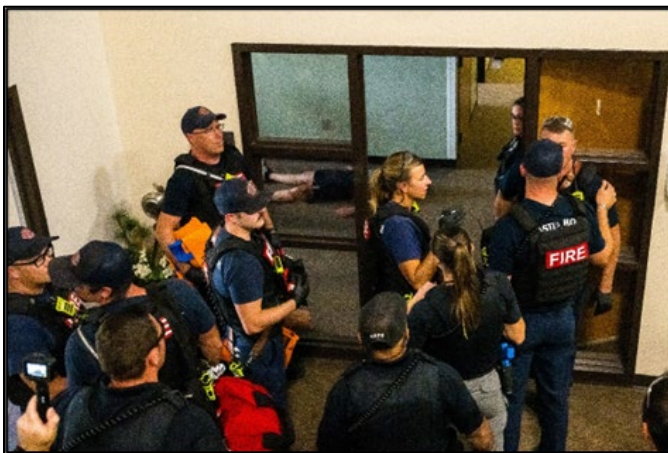
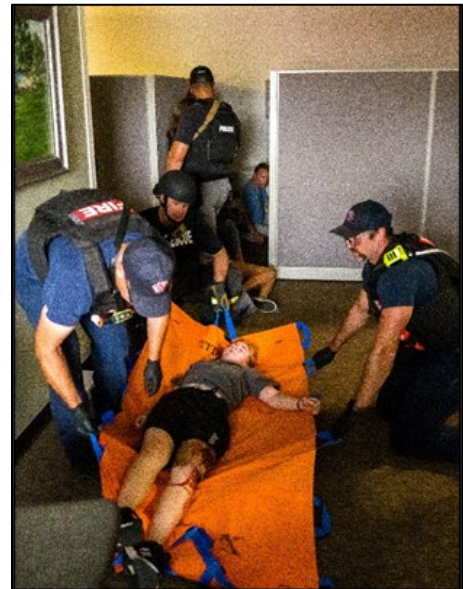
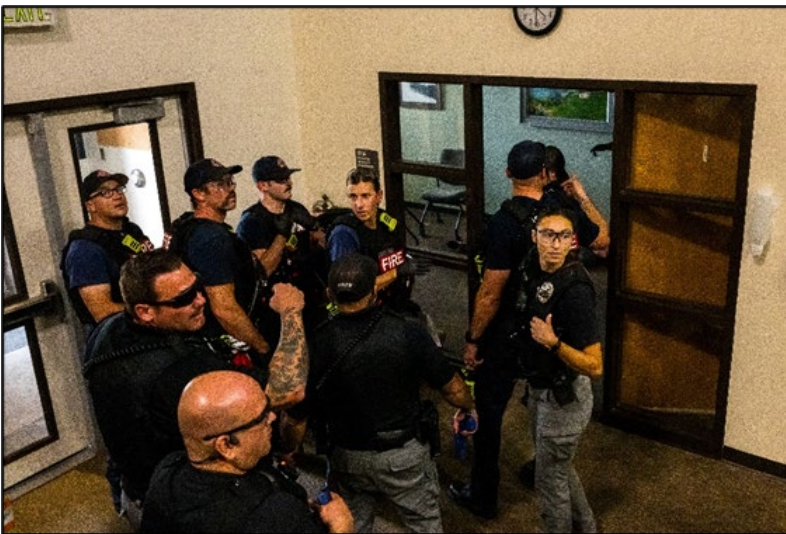
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

August 2025 Monthly Report

Department News: We participated with CRPD in an Active Threat Drill with Explorers as our "victims"



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:

August featured one of our two annual Operations Division meetings, which included a training, proposed changes, and numerous department updates. The training was provided by the three Battalion Chiefs and centered on the Incident Command System breakdown of Divisions and Groups. As part of that, our officers learned about functioning as part of a Division or Group, as well as how to function as a supervisor of one of those command breakouts. The meeting also covered some potential changes to how we manage our mandatory callback list and how we staff our stations to ensure we have the needed resources for a technical rescue or hazmat response. None of those proposals are finalized, and crews are providing input into what direction the department will ultimately go.

EMS: The EMS Leadership Team met in August and continued conversation about the culture surrounding the team's mission, how the team's functions will align with its purpose, an updated approach to conducting call reviews, and how daily operations can help drive the department's EMS training. The team is also discussing the idea of Shift Leads, where one person per shift could help be a conduit of communications to the shift, handle in-person call reviews, and be a representative of the shift back to the team. We'd also like to welcome FF/PM Andrew Kopp and FF/PM Zachary Pelster to the Leadership Team. A lot of change is happening in our EMS program, and we are open to feedback about the pace of these changes.

Additionally, we have implemented a new medical oxygen exchange program where we are no longer using cascade systems to fill our bottles. This is a critical safety update that aligns with industry standard, and it will take some help by Logistics to pick-up and deliver bottles. Lastly, several protocol changes were implemented, including the introduction of Zyprexa to our department.

Special Operations: After six weeks in California, primarily conducting initial attack operations, the Wildland Team returned home at the end of the month. Department members also completed hazmat training and refresher training on the Terradaptor equipment.

Pipes and Drums: The band, as part of the Colorado Emerald Society, played during West Metro Fire Chief Don Lombardi's retirement ceremony.

Apparatus: The Apparatus Team met in August to finalize the specification document for our next two fire engines from Pierce. These engines will replace our older reserve apparatus and should be delivered in about 50 months from order at a cost of about \$1.3M each. We are also working on

some issues with the Brush truck slated for Station 156, receiving two new medic units, and the current build for Engine 156.

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:

- Fundraised for MDA during the annual Fill-the-Boot program
- Completed a BC ride along with B-shift
- Began a reboot of the department's Technology Team
- Attended a Compliance Team meeting
- Presented at the Colorado Fire Leadership Think Tank meeting

Customer Service:

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

Of the 4 customer survey cards we received in August, all had the highest overall rating of 5. Some of the comments we received were; *"We are so thankful for the wonderful service & care we received. Thank you so much for the amazing hard work you all do!!"* Another read; *"Without their input and transport, my illness could have been much worse. The team was caring and encouraging."*

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 August, we responded to 644 calls for service. For the year, we have now responded to 4,799 calls, which is 87 more than at the same point in 2024. We averaged 21 calls per day for the month.

Of the 644 calls this month, 13 were fire-related, 39 were motor vehicle crashes, 66 were service in nature, 368 were EMS calls, 81 were good intent calls, 61 were alarms, and the remaining were miscellaneous. In August, we transported 310 patients to area hospitals, with 258 transported to Castle Rock, 44 to Sky Ridge, and 8 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 August, CRFD responded to 7 cardiac arrests.

A- Shift:

- August 2 – BC151, Q151, Q155, E152, E153, E154, M151, M154, SAFE151, BUR159 responded to a commercial structure fire at Castle Rock Elementary School
- August 25 – BC151, Q155, Q151, E154, M153, M154, M155, SAFE 151 responded to an extrication crash
- August 30 – BC151, CH151, Q151, Q155, E152, E153, E154, M153, M154, SAFE151, BUR159 responded to a residential structure fire

C-Shift:

- August 3 – BC151, Q151, M151, SQ155, SAFE151 responded to a person that fell from The Rock
- August 14 – BC151, CH158, Q155, E154, E39, M154, M155, SAFE151 responded to an extrication crash
- August 15 – BC151, Q151, SAFE151 assisted SMFR with a structure fire
- August 15 – BC151, Q155, E154, E36, M154, M155, SAFE151 responded to an extrication crash
- August 15 – BC151, E154, COL155, SAFE151 responded to a vehicle into a building



Fire at Castle Rock Elementary



Terradaptor training

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

The CAD-to-CAD integration with South Metro has now been postponed indefinitely. There have been a number of issues with the interface, and it is currently not working between South Metro and West Metro. Once the interface issue is resolved, then we will look at re-starting this effort.

The Division Chief vacancies in the Fire and Life Safety Division as well as Logistics closed on August 10. CPS, a well-known, national recruiter that has a significant amount of experience in fire service recruiting and hiring, is managing the process. We had 21 Fire Marshal applications and 42 applications for the Logistics Chief. CPS is now screening the applications and performed initial backgrounds in August. Once they pare down the list, we will conduct interview panels in September. 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.

The admin remodel started in earnest in August, and it should be completed in early September. This is being 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. Bear with us while we are moving, painting, installing, etc.

Fire Chief Commentary:

Assistant Fire Marshal Kevin "Sully" Sullivan received his Fire Marshal designation from the Commission on Professional Credentialing at the Center for Public Safety Excellence, and is now one of 286 credentialed Fire Marshals worldwide. Congratulations Sully!

We finalized the lease for a storage unit to be able to store new apparatus and equipment indoors until upfit and in servicing can occur. We secured a unit at the Stor Haus on Regent Street, and have already moved units into it. We didn't want any new apparatus damaged by our typical summer hail storms, continued rodent damage, or now with upcoming winter weather, so having a storage unit to put them in should resolve these issues as we do not have any space elsewhere in our stations.

Design work continues on Station 156, and we are also working to finalize a detailed budget. We still need to complete a rezone and potential replat of the site, and are working with the architect and Town to make this happen.

Fire and Life Safety Division:
Acting Fire Marshal Kevin Sullivan



Fire and Life Safety Division Summary:

Personnel Highlights

- **Promotion Celebration:** Congratulations to Alayna Moore on her promotion to Fire Prevention Officer!
- **Open Opportunity:** The Plans Examiner position has been posted.

Significant Event

On August 2, CRFD units responded to a commercial fire at Castle Rock Elementary School portable classrooms. Investigation found the cause to be mechanical equipment.

Division Updates

- Began instituting Operational Permits to strengthen compliance and oversight.

Life Safety Education

- **Direct Contacts:** 3,459 people (1,897 children, 1,562 adults) reached through 22 events totaling 14.75 hours.
- **Digital Reach:** 15,104.
- **Monthly Focus:** Fire lanes & hydrants.
- **Highlights:**
 - **National Night Out:** Outreach on smoke alarms & escape planning.
 - **Sound Off! Meeting:** Planning curriculum for 2nd–3rd graders with DCSD.
 - **Touch a Truck:** CRFD showcased the new Fouts fire truck & UAVs.
 - **Professional Development:** FLSE Sanderlin attended the National Fire Academy's Youth Firesetting Prevention & Intervention course.

Car Seat Education

17 checks completed (15 rear-facing, 2 forward-facing).
4 installation errors corrected.
By Appointment: 11

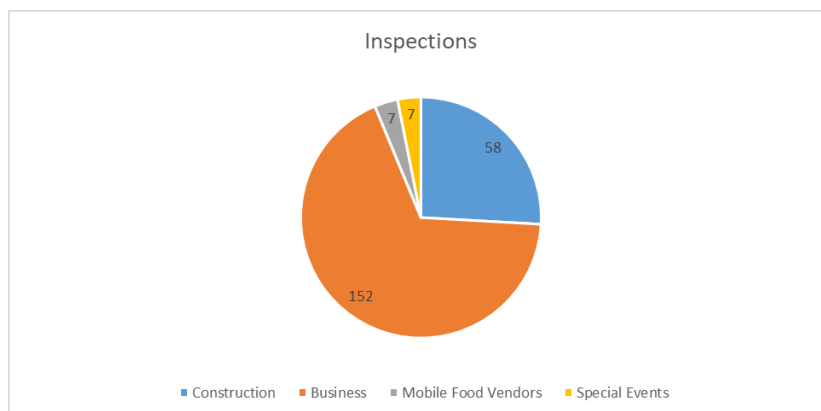
Community Engagement

- **PulsePoint** (July 2025): 2,063 users enabled CPR alerts; 7,230 Monthly Active Users.
- **Social Media** (July 2025):
 - Facebook reach: 129,240 people
 - 83 shares and 3,580 engagements
 - Top posts: Brush fire, Logistics Chief hiring, Brush 151
- **Closing Note**

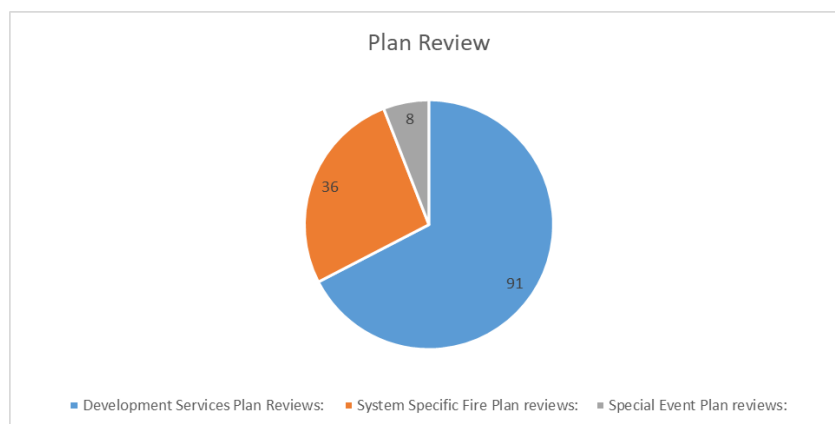
August brought growth, outreach, and momentum. We celebrated promotions, welcomed new talent, expanded education efforts, and connected with thousands of citizens. CRFD continues moving forward with energy and purpose.

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**

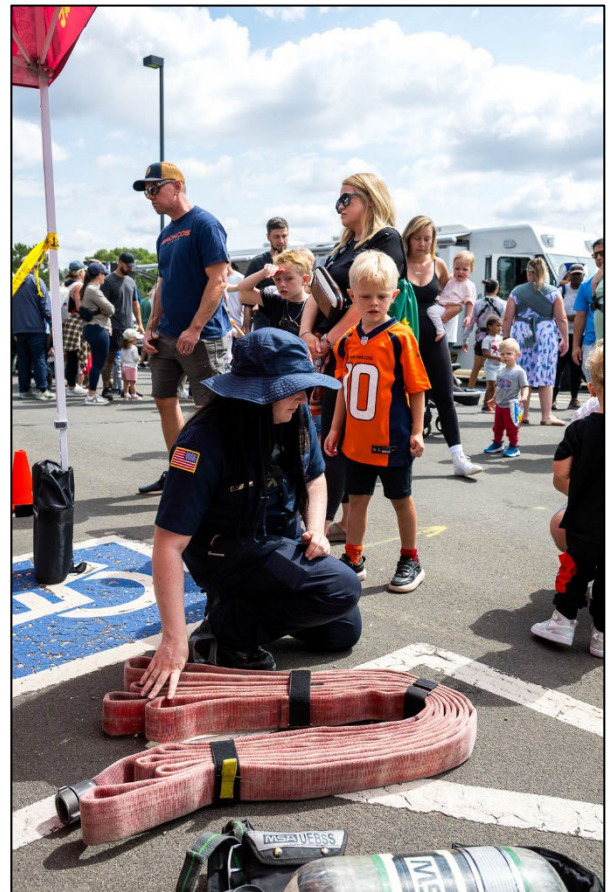


Construction	58
Business	152
Mobile Food Vendors	7
Special Events	7
TOTAL	224



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

Touch A Truck was such a great event!



Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: August was another productive month for the Training Division, with 2,513 training hours logged across the department. The division focused on advancing key training initiatives, refining promotional processes, and providing high-value operational training. Partnerships with internal SMEs and external agencies continue to expand our opportunities and strengthen CRFD's Training Division.

Lieutenant Promotional Process: Assistant Training Chief Clay Kallweit continued working with our subject matter experts (SMEs), Lieutenants Gallegos, Johnson, and Helle, to refine the upcoming Lieutenant promotional process. While the transition to a new approach has taken significant effort, it promises a strong, quality product when the process launches in October.

Department-Wide Standpipe Training: Crews participated in department-wide standpipe training that introduced a new tactical option, which allows officers to select a 1 ¾" lead line for standpipe operations. This addition provides more flexibility in the strategy and tactics. Special thanks to Captain Peery and Firefighter Malone for their research and delivery of this training.

West Metro Fire Academy Recruits: Seven recruits began the West Metro Fire Academy in August, following orientation at CRFD. Firefighter Kyle Russell, supported by the Training Division, is ensuring close oversight of their progress. We continue to strengthen the relationship between our organizations and were able to collaborate with West Metro to provide IV certification training for our newest members.

STOs: STOs provided extensive training across shifts in August. A highlight included B-shift's TIC and CAN-assisted search drills, which refreshed skills for first-arriving medic units and newer members. Additional STO contributions included RIT, ventilation drills, standpipe training, and continued implementation of RQI. STOs also continue to support the lateral academy recruits' transition to operations.

Station 155 Training Prop: The Training Division finalized the installation of a new training prop at Station 155. This prop provides opportunities to practice many rope skills, including over-the-edge and pick-off skills that simulate MAC Zipline rescues. It also provides training opportunities for structure collapse, raker shoring, and future confined space entry training.

Trench Rescue Training: In coordination with Assistant Chief Coffin and SMEs, CRFD delivered department-wide operations and technical trench rescue training. Crews got to train in straight, L, and T trenches at the Ray Waterman treatment plant. Thanks to the Water Department for making this realistic training possible.

Active Threat Training: Working with Assistant Chief Coffin and SME Aaron Goudy, the department completed joint active threat training with CRPD and DCSO. Nearly two-thirds of the department participated in high-level active shooter and terrorist incident training scenarios, the result of Aaron's extensive preparation and coordination.

Other Division Happenings: We continue to work with RestoPros to design a more durable burn simulator following last month's SIU class. We are also working with Lieutenant Travis to coordinate repairs on the hazmat training trailer.

Trench training



Station 155 training prop



Recruits at the academy



Continuous Quality Improvement: Accreditation Manager Katt Walsh



The 2025 reaccreditation document review by CPSI is complete! I am already looking ahead to our 2026 reporting year, and where we can continue to make improvements.

Data reconciliation is still in progress as more entries are added to ImageTrend. I also understand that sometimes the data doesn't fully reflect what's happening in the field. If you spot any areas where the numbers seem off—either over or under reported—please feel free to reach out or stop by for a quick chat.

Transitioning systems is a big lift, and while we've made great progress, continued teamwork and open communication will be key as we move forward.

Link to the draft monthly status report

[ImageTrend monthly data](#)

