

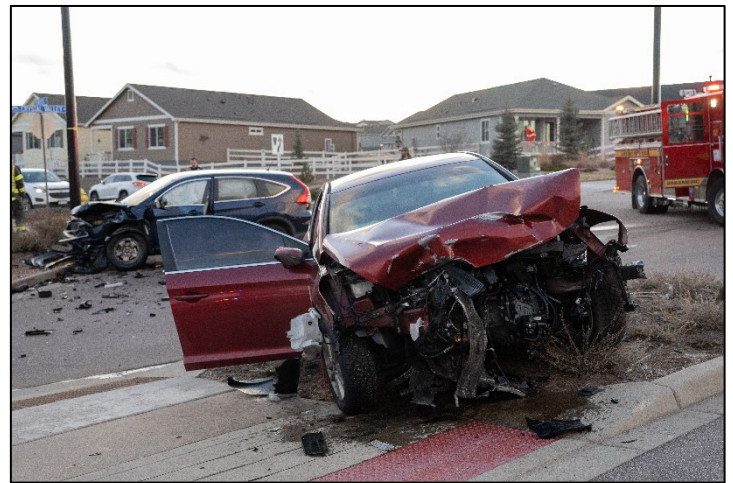
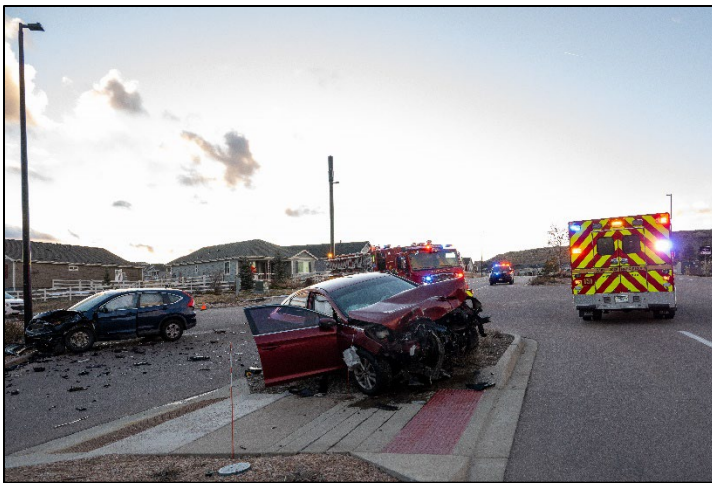
# ***Castle Rock Fire and Rescue Department***



*An Internationally Accredited Fire Rescue Agency Since 2012*

## ***December 2024 Monthly Report***

***Department News:*** A motor vehicle crash on December 30.



**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**

### **Customer Service:**

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time  
**December 2024...100%**

Of the 11 customer survey cards we received in December, all had the highest overall rating of 5. Some of the comments we received were; *"Great response time. Knowledgeable and professional. I'm a Denver firefighter and was very impressed with your level of service."* Another read; *"The compassionate and gentle behavior of all these men and the concern and thoughtfulness they showed to the family that day was beyond extraordinary. We were so blessed to have their help."* Another read; *"This service was for my husband. He was a police officer in Castle Rock years ago. Firefighters could not have been more courteous or professional. Thank you!"*

### **Call Statistics:**

For December, we responded to 589 calls for service. For the year, we have now responded to 7,068 calls, which is 382 more than at the same point in 2023. We averaged 19 calls per day for the month.

Of the 589 calls this month, 6 were fire-related, 53 were motor vehicle crashes, 56 were service in nature, 327 were EMS calls, 60 were good intent calls, 57 were alarms, and the remaining were miscellaneous. In December, we transported 282 patients to area hospitals, with 209 transported to Castle Rock, 53 to Sky Ridge, and 20 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 440 responses	E154 with 213 calls	M154 with 200 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:**

A-Shift:

- Dec 16: BC151, E154, M154 responded to a cardiac arrest.

- Dec 21: BC151, E153, Q155, SQ155, M153, SAFE151 responded to a cardiac arrest.
- Dec 27: BC151, Q151, M151 responded to a cardiac arrest.
- Dec 29: BC151, Q155, M153 responded to a cardiac arrest.

#### B-Shift:

- Dec 1: BC151, Q151, E154, M151 responded to a fatal motor vehicle crash.
- Dec 13: BC151, E154, M154 responded to a cardiac arrest.
- Dec 14: BC151, E153, M184, SAFE151 responded to a cardiac arrest.
- Dec 14: BC151, Q151, E152, E154, M151, M154, SAFE151 responded to an extrication crash.
- Dec 25: BC151, E153, M153 responded to a cardiac arrest.

#### C-Shift:

- Dec 12: BC151, CH151, Q151, Q155, E152, E153, E154, M151, M154, SAFE151, BUR159 responded to a cooking fire.
- Dec 31: BC151, Q151, Q155, E154, M151, SAFE151, and SMFR responded to a cooking fire.

#### **Deputy Chief Commentary:**

In a year that featured a significant amount of transition, some very difficult moments, and some exciting potentials, our members worked through it all to ensure they were physically and mentally ready to serve the citizens. Our call volume was up 5.5% over last year, we worked to get 2A passed, we saw promotions, we received the latest in EMS equipment, ordered new apparatus, are designing a new station, updated directives and guidelines, and marched down the path of continuous improvement. We did all of this while caring for each other during FF Koldeway's sickness and funeral, and we will continue to prioritize support for his family moving forward. While there are exciting possibilities in 2025, our priorities don't change: be aggressive, train hard, take care of each other, work to get better, and keep the citizens first.

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Personnel: Congratulations to Clay Kallweit on your promotion into Training – we will miss you on the line. Derek Wehling has been promoted to fill the subsequent Lieutenant opening, and we are excited to work with him in his new role. We are excited to have Wendy Spronk back from military deployment; and would like to congratulate Travis Wrenn, Sarah Rucker, and Nicholas Adams on graduating from the WFMR Academy. Lastly, we wish Lauren Wendland and Coby Petau great success as they head off for paramedic school.

Special Operations: We had a meeting with the leads of each of the disciplines (rope, trench, collapse, confined space, water, extrication, wildland, and hazmat) to discuss our 2025 goals and to set plans in place to achieve them. That meeting also served as the official transition for oversight of our special operations program into the Deputy Chief office. This program has grown in every aspect under BC Butts' leadership and guidance, and we owe him a tremendous amount of appreciation for all of the time and effort he has put into getting us to where we are today.



EMS: Due to our ongoing effort to purchase and maintain AEDs throughout the town, two CRPD officers used the AEDs assigned to their vehicles to assist in the lifesaving efforts of two individuals in December. Congratulations to everyone involved in those incidents! We also submitted an Assistance to Firefighters Grant application to purchase five additional automatic compression devices, and if awarded, we would see them placed on the rest of our suppression companies. We also submitted for some Medicaid reimbursement through the state and hope to hear about both the grant and the reimbursement by March.

SOG and Administrative Directive Updates in Progress: LODD and funeral SOG, ride-a-long SOG, lockout SOG, retirement ceremony SOG, radio communications and cell phone SOG, and the Explorer SOG. Thank you to everyone for the input and feedback on these improvements!

Our annual NFPA-required medical physicals and skin checks are nearly wrapped up. Through these different checks and exams, several items were found for our members to follow up on. We have been fortunate to discover these through these required events, and are encouraged that the physicals and skin checks continue to be supported.

We are currently working on the following projects:

- Station 156 design
- Upgrading our cardiac monitors
- Accreditation hiring process
- WIFI reliability in apparatus
- Updating the administrative area of FHQ
- SOG/Admin Directive updates
- Obtaining an automatic medication dispensing system

Trash fire at 8<sup>th</sup>/Wilcox



## **Administration Division:**

### **Fire Chief Norris Croom**

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

Work continued on Station 156 with RS&H and meetings specific to the design phase. We are finishing up some survey work so that we can start working on the rezone and replat of the property. We did not issue an RFP for a contractor before the end of the year, so this will be the focus in January along with starting the rezone and replat process.

We held an interview process for the accreditation manager position and were successful in finding a good candidate. A conditional offer has been extended to the candidate, and they are currently in the background process. If all goes well, we hope to have them start sometime in mid to late January.

Congratulations to FFs Nick Adams, Sarah Rucker, and Travis Wrenn on graduating from the fire academy! They are now in a transition academy to learn the specifics of Castle Rock Fire, and we should see them on line sometime in January.

Congratulations also goes out to Lt. Clay Kallweit for his pending promotion to Assistant Training Chief, and FF/EMT Derek Wehling on his pending promotion to Lieutenant! Both will take effect in early January.

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

We met with DoIT on digital accessibility for all of our software systems. This is all part of the process to ensure we will meet the state law requirements to ensure accessibility of all systems and documents to all people. As such, we will have to either ensure that all software systems meet the accessibility requirements or submit an undue burden request based on a number of potential factors. While we don't believe this will impact current operations, we have not completed the process yet so we are not 100% sure. This will be a focus in early 2025 in order to meet the 1 July deadline. More to follow.

As we still maintain VHF frequencies, we had to renew our license with the FCC. This renewal application was submitted and subsequently approved for another ten years. This applies to our frequencies of 154.175 (WZJ358) and 154.280 (VFIRE21), both of which are broadcast from the antenna on Reservoir Road above downtown.

Due to the numerous issues we are experiencing with the KME reserve apparatus, specific to the MaxxForce motors and a lack of parts, Division Chief Gile has recommended purchasing a generic engine to serve as a reliable reserve until we can take delivery of the Pierce replacements for the KMEs. While the Pierce replacements were scheduled for purchase in 2028, due to the delivery time frames, we have worked with Mr. Corliss and Finance to accelerate these purchases and also find funding for the generic engine. The Pierce replacement aerial was ordered this year, and we

will order two Pierce replacement engines in 2025 instead of just one, understanding that we will probably not take delivery of them until 2029.

After being briefed by Division Chief Gile, our intent is to purchase a Fouts Bros. custom engine, which is a very basic stock truck, can be delivered in four months, and at a cost of \$720,000.00, to be used as a reserve only. Then, if we lose one of the KMEs, we can part it out to hopefully keep the other two in service. If we lose a second KME, then we will have to decide what path to take at that time. Once we take delivery of the Pierce replacement engines, then we can look at selling the Fouts engine and recovering some costs. There is no option to purchase an “off the shelf” or demo Pierce engine due to cost and delivery time frame. While this is not what we had hoped for or prefer, it is a stop gap measure to get us through this time and ensure that we have a reliable reserve engine in place. We hope to be able to place this order in January after Council approval, and take delivery in late Spring/early Summer.

Finally, as we close out 2024, this has been our second busiest year for calls for service on record. In 2022, our busiest year, we ran 7,109 calls for service, averaging 592 calls per month or 19 calls per day. For 2024, we ran 7,068 calls for service, averaging 589 calls per month or 19 calls per day.

## **Fire and Life Safety Division:**

**Division Chief Bart Chambers**



### **Division Chief Commentary:**

As we close out the year, the Fire and Life Safety Division has seen many firsts. The division was preparing for the holidays, and we were looking at our accomplishments within the division. We had the Fire and Life Safety Educators come back under the Fire and Life Safety Division this past year and set a foundation to enhance greater community outreach for our fire prevention education.

In 2024, we brought Sparky into the department, and this has been a great success in community outreach for fire prevention. We established a training program to have line personnel assist the division with business inspections. This is really not a first but the foundation of the set training and establishing task books to have consistency with the training and the ability for those from the line to obtain DFPC certification with the completion of the task book. We also rebranded the "Pub. Ed" committee to be the "Community Risk Reduction" committee. This was to be in line with our evolving fire prevention foot print following the NFPA 1730 standards on organization and deployment of fire prevention inspections, code enforcement, plan review, investigations, and public education. We also established a greater outreach to our business community for fire prevention education as we are working with the Chamber and other community organizations to address the common fire code issues we are seeing.

FPO Thomas attended a UAV class through Colorado State University for first responders and obtained his 107 pilot's license. This was also a first for the division to go through formal training for FAA rules regulations for flying a UAV.

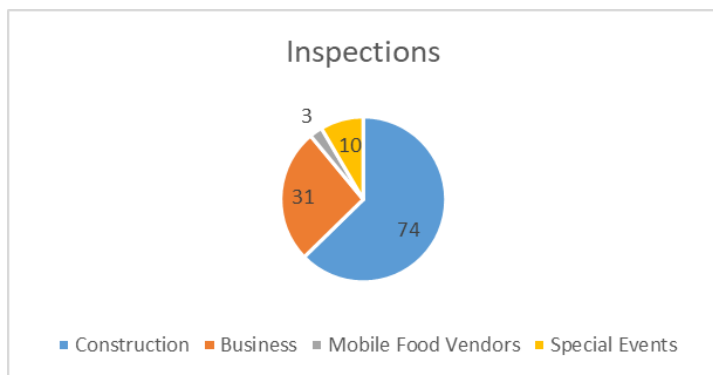
Another first for the division was the revenue brought in with our updated fee schedule to be in line with our regional fire agency partners. This was a significant and positive accomplishment for the division, department and the Town. The division was able to bring in \$314,256.30 from fees in 2024.

The division also had a significant increase of formal training in 2024, with division personnel attending 9 classes at the NFA. Courses included: Fire Plans Examiner, Fire Inspector 1 and 2, Investigations and Management. This training has been a significant tool for the success of our division personnel and the services they are providing our community. This training will become a key part for future personnel within the Fire and Life Safety Division as a standard.

In December, we also conducted a fire prevention messaging video regarding the significance of maintaining your Christmas tree during the holidays and what potential impacts it has if you don't. This would not have been possible without the support from our training division and those line personnel in setting up the props for this messaging and to Lowe's for their generous donation of 4 live trees.

The Fire and Life Safety Division also completed the transition of information from Emergency Reporting (ER) to our current RMS, Image Trend, before the end of December. This would not have been possible without the work done from “D shifters.” Specifically, Pete Jones and the support from Chief Bersagel-Briese and Lori working with us to complete this significant task.

As we close out 2024 and move into 2025, the division has set our goals to better serve our internal and external customers as we are fully staffed and increasing training to accomplish these goals. Most importantly is the division personnel, line staff, logistics, training and admin that made these firsts and increased success for the division a reality.



Construction	74
Business	31
Mobile Food Vendors	3
Special Events	10
<b>TOTAL</b>	<b>118</b>



Development Services Plan Reviews	101
System Specific Fire Plan reviews	37
Special Event Plan reviews	8
<b>TOTAL</b>	<b>146</b>

FEES RECEIVED	
Inspections and re-inspections:	\$3,500.00
MFV	\$150.00
Brycer	\$4,470.00
Plan Reviews	\$24,454.27
<b>Totals</b>	<b>\$29,574.27</b>



MONEYS EARNED RUNNING TOTAL:								
	INSPECTION FEES	MFV	Special Events	IM TR Reviews STATE	IM TR Reviews Payfabric	TRAKIT REVIEW FEES	Brycer	TOTALS COLLECTED
1/31/2024								\$ 25,716.00
2/29/2024								\$ 10,880.00
3/31/2024	\$ 750.00	\$ 600.00				\$ 9,821.00		\$ 11,171.00
4/30/2024	\$ 5,820.00	\$ 500.00				\$ 21,637.05	\$ 1,098.00	\$ 29,055.05
5/31/2024	\$ 2,860.00	\$ 800.00				\$ 35,384.18	\$ 4,116.00	\$ 43,160.18
6/30/2024	\$ 5,620.00	\$ 600.00		\$ 10,791.65		\$ 5,474.31	\$ 5,256.00	\$ 27,741.96
7/31/2024	\$ 3,250.00	\$ 1,175.00		\$ 16,416.16		\$ 3,493.63	\$ 3,654.00	\$ 27,988.79
8/31/2024	\$ 5,250.00	\$ 1,200.00		\$ 12,541.42	\$ 3,358.23	\$ 2,795.61	\$ 6,036.00	\$ 31,181.26
9/30/2024	\$ 5,245.00	\$ 450.00		\$ 1,446.43	\$ 8,872.93	\$ 3,621.27	\$ 3,576.00	\$ 23,211.63
10/31/2024	\$ 4,880.00	\$ 200.00			\$ 10,904.99	\$ 3,907.59	\$ 3,192.00	\$ 23,084.58
11/30/2024	\$ 14,850.00	\$ 350.00			\$ 13,191.74	\$ 1,317.84	\$ 1,782.00	\$ 31,491.58
12/31/2024	\$ 3,500.00	\$ 150.00			\$ 13,050.09	\$ 8,404.18	\$ 4,470.00	\$ 29,574.27
TOTALS :	\$ 52,025.00	\$ 6,025.00		\$ 41,195.66	\$ 49,377.98	\$ 95,856.66	\$ 33,180.00	\$ 314,256.30

**Division Fire/Law Enforcement Training:** The division conducted 142 hours of training for the month of December.

**Complaints: 0 Citations: 0 CWPP contact hours: 10 CORA requests: 2**  
**Fire Prevention Customer Inquiries: 92 Stop Work Orders: 2 Fire Watch: 4**  
**Fire/Investigation Responses: 15 Permits Issued: 37 Permits Closed: 43**

### **FIRE AND LIFE SAFETY EDUCATION:**

#### **Education:**

For the month of December, CRFD made contact with

- 167 citizens through 9 different public education and community events totaling 17.25 hours of education.
- 15,321 digital contacts were made during the month of December.

#### **Public Education Highlights:**

- Partnered with Castle Rock News Press and the Castle Rock HOA Newsletter to share fire safety messaging for the upcoming holidays.
  - The messaging aligns with NFPA and the U.S. Fire Administration's messaging for holiday decorations and fire safety during the winter months.
  - We hope this messaging partnership will continue for months to come as the message reaches over 15,000 contacts each month through these two publications alone.
- 5 CPR classes for CRPD, 105 police department members
- 4 Station visits

#### **Car Seat Education:**

Crews and administrative staff assisted with community education for 28 car seat checks.

### PulsePoint Monthly Active Users (MAUs):


During November 2024 (reporting is one month in arrears), 1,172 users following CRFD on the PulsePoint app enabled CPR alerts and there were 5,730 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

### Social Media:

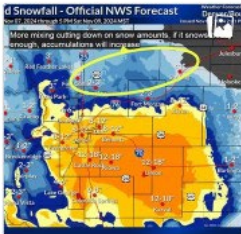
During the month of November (reporting is one month in arrears), we reached 14,169 people on our CRFD Facebook page. Posts were shared 552 times and post engagements came in at 23,206.

These were our top performing posts in November:


Top content by views




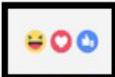


**Just past midnight on November 2, CRFD...**  
Sat Nov 2, 1:03pm  
9.2K views, 190 likes, 12 shares



**Looks like a little more snow is heading our...**  
Thu Nov 7, 3:39pm  
7.8K views, 114 likes, 15 shares



**Denver7 spent some time with our Statio...**  
Thu Nov 28, 5:59am  
5.3K views, 108 likes, 4 shares

CRFD Facebook June 2024	
	5,316 Followers
	552 Likes and Reactions
	57,927 Page Views
	23,206 Post Engagements

## **Training Division:**

**Division Chief Jeff Hood**



### **Division Chief Commentary:**

December marked the close of a productive year for the Training Division, highlighted by significant milestones in training, leadership, and collaboration. This year was notably marked by the successful implementation of the Safety Training Officer (STO) program, which has become an integral part of our department's training and operational success. From welcoming new recruits to celebrating firefighter achievements, the month showcased the department's commitment to growth and excellence. With preparations underway for innovative training initiatives in 2025, the division is positioned for continued success. The team logged meaningful accomplishments that will shape our readiness and effectiveness as we move into the new year.

**Department-Wide Human Trafficking Training:** This month, we delivered human trafficking training to most of our members. For many, this was their first exposure to this critical topic. Given the severity and prevalence of human trafficking in our area, this training is not only timely but essential. It equips our firefighters with the knowledge and tools to recognize and respond to potential trafficking situations, enhancing their ability to protect the vulnerable members of our community. This critical step reflects our commitment to addressing all facets of public safety and underscores the proactive approach our department takes in tackling critical issues.

**Assistant Training Chief Process:** The Training Division facilitated the Assistant Training Chief process, and we are thrilled to welcome Assistant Training Chief Kallweit to the team. His leadership and forward-thinking will undoubtedly strengthen our division. Thanks to all who participated in the process.

**Recruit Graduation and Transition Academy:** Mid-December saw the graduation of our recruits from the West Metro Fire Academy, followed by the start of our Transition Academy. Led by Firefighter Murphy and Captain Peery, this academy reflects the hard work and dedication of both students and instructors. We appreciate their commitment to setting our recruits up for success as they start responding to calls for service on January 12!

**LifePak 35 Simulator Training:** LifePak 35 simulator training units were purchased and delivered to each station. We are excited about the opportunities these simulators will bring, enhancing EMS training and operational readiness.

### **Other Division Happenings:**

- **Acting Engineers Cleared:** Firefighters Kormen, Voit, and Derington were cleared as acting engineers in December after completing the Acting Engineer Academy and their task books.

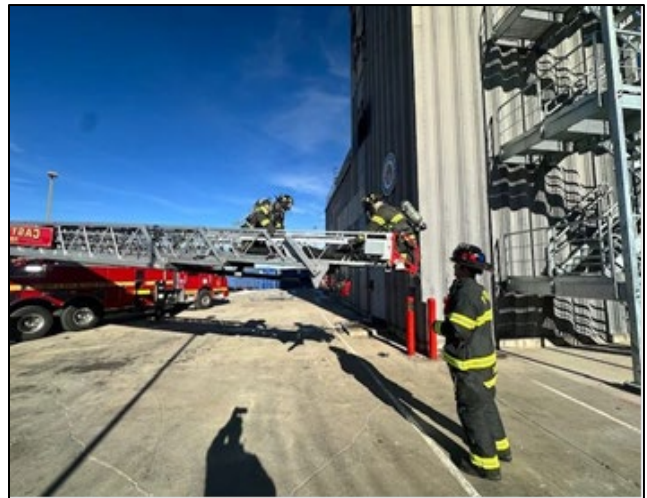


- **Public Safety Videos:** Working with the Fire and Life Safety Division, we assisted in creating educational videos demonstrating the dangers of frying turkeys and burning dry Christmas trees, which were shared with the community.
- **Resuscitation Quality Improvement (RQI):** Progress continues with the RQI program, now finalized through our legal department, as we prepare to implement this valuable program.
- **Fire Behavior Class Preparation:** The Training Division finalized logistics for a mid-January fire behavior class. This three-hour class will include a dollhouse burn, providing valuable insights and practical learning opportunities.

Human trafficking training



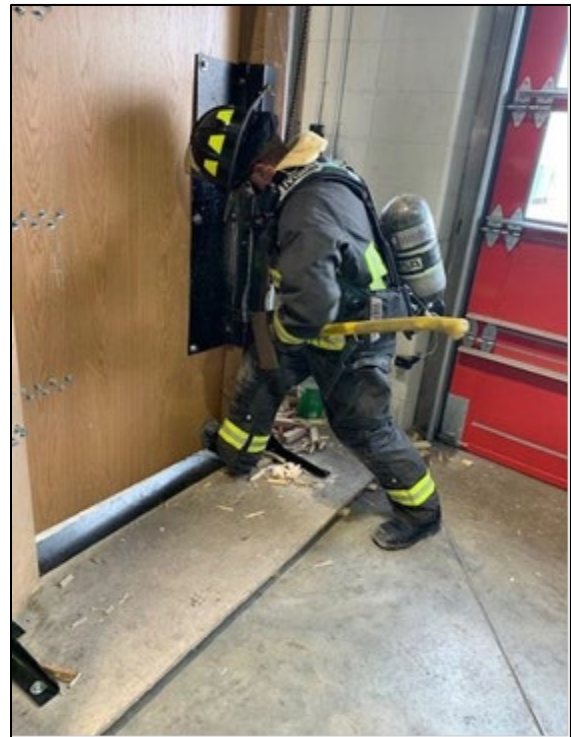
Aerial apparatus training



Burning Christmas tree footage



Forcible entry training





## **Logistics Division:**

**Division Chief Jim Gile**



### **Division Chief Commentary:**

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

- Portable radio replacement activities
- Brush 156 final inspection
- Station 151 air compressor upgrade
- Station 156 project planning meetings
- R&D planning for 2025
- Annual NFPA testing and planning for 2025
- 2025 unit replacement planning
- Staff vehicle replacements
- Reserve apparatus planning
- EVT hiring process

In December, the Logistics Division continued to plan out the many events that will take place in 2025. This includes radio replacements, vehicle replacements, R&D and Apparatus Team projects and all of our NFPA annual testing. This requires coordination with the crews and training calendar as well as with the various vendors that we use for testing. We also worked on planning for internal testing such as annual SCBA fit testing that is completed every year with every member.

Meetings continue to be had 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.

Engineer Reifschneider and I traveled to balmy Sioux Falls, SD to perform the final inspection on the new Type 6 brush truck. This unit is currently enroute to Colorado to be put in-service as Brush 156. We transitioned to Heiman Fire Equipment for this build due to the challenges, including time delays, that we experienced with Boise Mobile. We were very proactive in ordering our own chassis to ensure securement due to the supply chain issues that we have experienced. Also, with Heiman building faster than anticipated, we now have our brush truck before the station. In other apparatus news, we currently have the contract for Engine 156 and anticipate pre-construction at Pierce in the first quarter of 2025 with delivery 12-14 months after that. We also have the contract completed and approved for a replacement aerial. This unit is the moved-up replacement for Unit 125, the KME. We will be on a 45-48 month build timeline for this unit. We have also been working diligently with Chiefs 151 and 152, Town Managers Office, Finance and Fleet on the future and immediate needs for apparatus based on the long lead times from the manufacturer. We appreciate the help and support from Mr. Corliss and Finance to allow us to move the remaining two KME engine replacements up to 2025, and allow us to purchase a Fouts FB-94 pumper as a reserve to get us through the 45–48-month lead

time for those apparatus. In total, this equates to approximately \$6.3 million dollars in heavy apparatus purchases since 2022.

LEST Landon Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of December, Landon continued to fill requests made through PSTrax for equipment and uniforms. He has worked with Morning Pride and MES as well as members on the repairs to the new bunker gear specifications, also, promotional items for Chiefs Hood and Kallweit as well as Lieutenant Wehling. We also met with our Blackington rep. and went through our catalog of uniform brass. This required some clean-up to make all items consistent. Landon continues to be the primary approver for the Home Depot Supply works requests. He has also been working on the portable radios, readying them for deployment. During 2024 Landon fulfilled or touched 597 PSTrax alerts.

Sr. EVT Ben Jennings continues to handle the repair and maintenance needs of the department fleet. He continues to handle all repairs and maintenance on the heavy fleet and as needed on the light fleet. Ben has just over 137 hours of billed labor to units during December. For the year, total billed hours on in-house fleet repairs are 1,790 with 1,645 of that being Ben alone. In addition, 48% of all repairs are scheduled repairs such as, preventative maintenance services and write ups, 52% are unscheduled repairs such as call backs and road calls. Total work orders for 2024 was 104 for 43 different pieces of apparatus. In addition to the above numbers, the department spent just shy of \$99,609 in 2024 for repairs and services done on the light duty fleet through town shops. Much information has been discussed with Chiefs Croom and Bersagel-Briese on the challenges faced with the KME apparatus and the lack of support and parts from International. As mentioned previously in this report, we are actively working on solutions for these challenges. We are excited that the job posting for our new EVT position was live at the end of November. To date, we received 14 applications, cut that to 5 for panel interviews, and currently have 3 confirmed for interviews on Jan 8<sup>th</sup>. We would like to thank Lori, Lieutenant Patik, Engineer Hinkle, and SR. EVT Jennings for assisting with these interviews.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for December are 4,836. Year to date is 70,103, and the total since we began the program is 332,609. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

**Division Project Report**

Facilities projects	New Medic for 2025 preparations
R&D Team projects	Station 153/154 landscaping planning
New heavy apparatus	Station 156 Apparatus
Apparatus Team projects	New Medic up-fit
Assist Monument Fire with pump testing	Brush truck final

Brush 156 final at Heiman in Sioux Falls, SD



Station 151 compressor and plumbing



Station 151 compressed air plumbing and reels



## **Emergency Management and Continuous Improvement:**

### **Chief Norris Croom**

This Accreditation Manager/Emergency Manager position remains vacant, and has been challenging to fill due to the uniqueness of the position. We have modified the position requirements to accreditation manager only in an attempt to fill this vital role. All emergency management functions have been moved back to the fire chief. The accreditation manager position has been advertised for potential applicants, and interviews were held in early December. A candidate was selected, a conditional offer was accepted, and the candidate is now in the background check process. If all goes well, we hope to see them join the department in January.

Link to the draft monthly status report

[ImageTrend monthly data](#)