

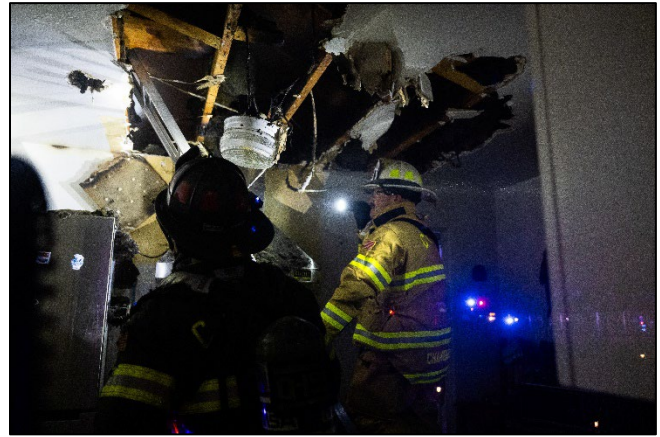
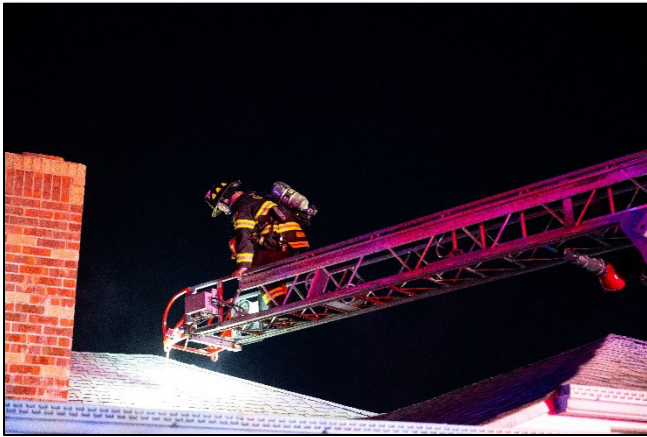
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

February 2025 Monthly Report

Department News: Two separate structure fires



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
February 2025...100%

Of the 28 customer survey cards we received in February, 27 had the highest overall rating of 5 and 1 had a rating of 4. Some of the comments we received were; *“Asked appropriate questions. Took great care in loading me and moving me from the floor to the board & the gurney. Took special care of my belongings. Transport was safe & smooth. Polite & caring!”* Another read; *“Resolved quickly, answered questions and demonstrated a professional approach to the situation.”* Another read; *“Everyone at the scene was extremely helpful, caring & professional! Made a difficult time much less stressful. Thank you for your care!”*

Call Statistics:

For February, we responded to 522 calls for service. For the year, we have now responded to 1,104 calls, which is 59 less than at the same point in 2024. We averaged 19 calls per day for the month.

Of the 522 calls this month, 5 were fire-related, 40 were motor vehicle crashes, 65 were service in nature, 316 were EMS calls, 40 were good intent calls, 40 were alarms, and the remaining were miscellaneous. In February, we transported 274 patients to area hospitals, with 205 transported to Castle Rock, 58 to Sky Ridge, and 11 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta154 with 423 responses	E154 with 189 calls	M154 with 180 calls

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

Report Key:	
BC = Battalion Chief	CH = Chief Officer
Q = Quint	SQ = Squad (rope and water rescue)
E = Engine	Sta = Station
M = Medic	SMFR = South Metro Fire and Rescue
SAFE = Safety and Training Officer	HR = Heavy Rescue

Significant Incidents:

In February, CRFD responded to 9 cardiac arrests.

February 5 (C-Shift): BC151, CH151, CH152, Q151, E152, E153, E154, M151, M154, SAFE151, and the FLSD responded to a residential structure fire.

February 12 (B-Shift): BC151, CH152, Q155, E152, E154, M154, SAFE151, the FLSD, and SMFR responded to a commercial carrier fire.

February 17 (B-Shift): BC151, CH151, CH152, Q151, Q155, E152, E153, E154, M151, M153, M154, SAFE151, the FLSD, SMFR, and Franktown responded to a residential structure fire.

Deputy Chief Commentary:

On President's Day, crews responded to a house fire off of 4th Street in downtown, and without question, the incident was tragic for the homeowners and their families. But, we have a lot to be really proud of from our perspective, and while there are things we can do differently, this response showed the best of our operational mindset and how our aggressive actions have a positive impact on our residents. After a previous medical call at this location, crews shared information about the conditions of the structure and the amount of contents inside. That information was added into our dispatch system, and was critical to the response on the day of the fire. With advanced fire on arrival and zero visibility throughout, units made the correct decision to protect the survivable space, use alternate entry search methods, and conduct a search for a reported occupant. They quickly found the resident, removed them from the building, and transported them to the hospital. Following that, the incident was moved to a defensive strategy, and crews worked for the rest of the day to ensure all hotspots were extinguished. Appropriate aggressive search, coordinated fire attack, and a strong command presence all aligned in the right way. Great job to everyone for pushing to do the right thing when it's necessary.

Miscellaneous Updates: Thank you to all of the officers and STOs for a productive and valuable OPS Meeting. There was some good discussion, and we will continue to work on the things that will help you do your jobs. Also, BC151 received a new iPad that allows them to move the incident command board to an electronic format, access detailed maps of the forest, and provides them with another screen for incident information/tracking/accountability.

EMS: The Paramedic Field Instructor program revamp is nearly complete, with the updated SOG issued, and the FI class scheduled for early April. At the end of the month, we had good movement on obtaining the Pyxis system, and after four rounds of legal review, the program is in for signatures. We also had the opportunity to meet with the new EMS Liaison from Sky Ridge – Cristian Rosales – who is excited to continue the great relationship that we have with HCA. One of

his early initiatives is to create a way for crews to directly request follow-up on specific incidents through him. Lastly, new AEDs have been ordered as part of this year's budgeted replacement in town facilities and some vehicles.

SOG, Memo, and Administrative Directive Updates: Work continues on updating our memos, and most of them have been rescinded, added into an SOG, or converted into an Administrative Directive. The completion of round 2 of the updates will happen in mid-March. February also had a number of updates to other SOGs and Administrative Directives, including the redo of our LODD/Funeral guideline. We are working on creating a new Last Wishes Packet, and hope to have that issued to the members soon.

We are currently working on the following projects:

- Station 156 design
- Upgrading our cardiac monitors
- Accreditation hiring process
- SOG/Admin Directive updates
- Updating the administrative area of FHQ
- Station 155 updates for M155
- Obtaining an automatic medication dispensing system

Commercial carrier fire



House fire on 4th street



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Work continues on Station 156 as it relates to design and site work. We are still finishing up some survey work so that we can start working on the rezone and replat of the property. Interviews of four firms were held in February with the goal of having a CMGC on board by early March. The interviews went well, and we should meet our March timeline to bring a contractor on board.

Town Council approved the purchase a Fouts Bros. custom engine, which is a very basic stock truck, can be delivered in four months, and at a cost of \$725,000.00, to be used as a reserve only. An additional \$75,000.00 was approved to complete additional upfits as needed. The order has been placed, and we hope to take delivery in late Spring/early Summer. This truck will serve as a reserve only as we work through the replacement process of the KME engines and the mechanical challenges with them.

Based on a review of positions and workloads, a request was made to convert one of the nine firefighter positions approved through 2A to an Assistant Chief of EMS and Special Operations. This position had been previously requested in budget, but had not been filled due to budgetary constraints. The Town Manager approved this request, and we will be working to fill the position later this year. While this conversion will have a minimal impact on our relief factor staffing, it will not have any impact on placing Medic 155 into service later this year as part of the 2A approval.

We have also been meeting with the Town Manager, Finance, and Human Resources to look at compensation challenges with both fire and police. Specifically, our Firefighter/EMT compensation is at the bottom of the regional pay scale, and we have 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. Understanding that public safety remains one of Town Council's highest priorities, we have had some success in identifying potential options to address these challenges. We are working to finalize these options, and hope to be able to implement them in March. More to follow as it becomes available.

Fire Chief Commentary:

We continue to assess the digital accessibility for all of our software systems. This is all part of the process to ensure we will meet the state law requirements of accessibility of all systems and documents to all people. We submitted the required undue burden documentation identifying that replacing these systems is cost prohibitive, and the submittal was approved. We will continue to work with our vendors going forward to attempt to meet the specified requirements.

I attended the funeral of Bob Kuehster, a retired Castle Rock Volunteer Firefighter. Bob was a longtime resident of the Town, and he served on the Department from 1955 until 1985. He was 98 years old, and still lived in his home on Gilbert Street.

Finally, on behalf of the IAFC, I attended the Congressional Fire Services Institute event in Washington, DC. We spent two days meeting with our elected officials in Congress as well as a representative from President Trump's office to convey our positions as they relate to current fire and EMS issues. It was a very interesting experience to say the least.



Fire and Life Safety Division: **Division Chief Bart Chambers**



Division Chief Commentary:

The Fire and Life Safety Division continued its strong momentum into February, focusing on training, inspections, and process improvements to enhance fire prevention efforts within the community.

Training and Certifications

One member of the division attended the National Fire Academy this month, furthering their professional development and strengthening our knowledge base. Additionally, Fire Plans Examiner Alayna Moore successfully tested and earned the Fire Codes and Standards Certificate, demonstrating her commitment to excellence and continued education in fire prevention.

Looking ahead, March will see four members of the division attending the National Fire Academy for Inspector and Youth Fire Setter classes. These specialized courses will enhance the team's expertise and improve fire prevention efforts within the community.

Inspections and Field Operations

Under the training and guidance of Senior Fire Prevention Officer Howe, line personnel FF/Paramedic Zukowski and FF/EMT McWhorter actively contributed to business inspections, completing 56 inspections. Their efforts significantly supported the division's overall total of 80 business inspections for the month. Their dedication enhances our ability to ensure compliance with fire codes and improve safety within the community.

Process Improvement and Contractor Guidance

Efforts are ongoing to develop and refine informational documents that will provide clearer guidance to contractors regarding town requirements for construction. These documents aim to streamline communication, enhance compliance, and support safer building practices.

The division remains focused on training, community risk reduction, and regulatory compliance to ensure the safety of Castle Rock residents and businesses. We look forward to another productive month ahead.

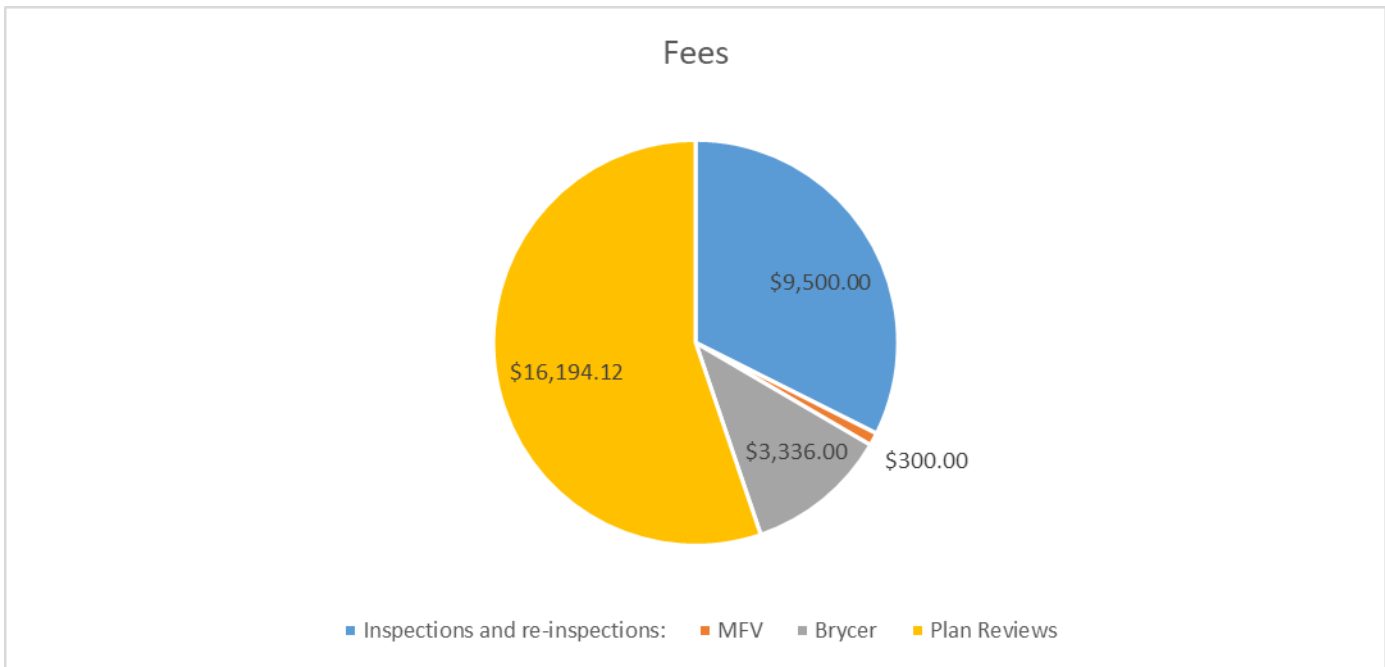
Complaints: 1 Citations: 0 CWPP contact hours: 27 CORA requests: 0

Fire Prevention Customer Inquiries: 91 Stop Work Orders: 5 Fire Watch: 9

Fire/Investigation Responses: 26 Permits Issued: 31 Permits Closed: 32

Unmanned Aerial Vehicle flights: 1 Development Services Meetings: 24

Fees brought in from the Division:

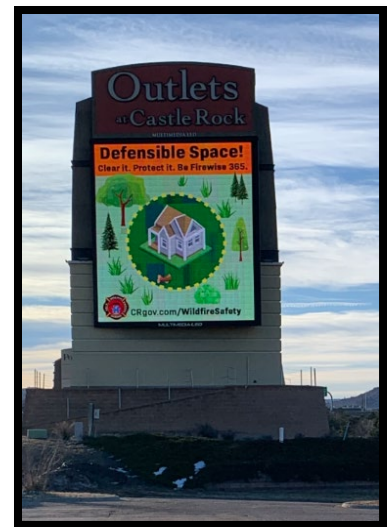


FEES RECEIVED	
Inspections and re-inspections:	\$9,500.00
MFV	\$300.00
Brycer	\$3,336.00
Plan Reviews	\$16,194.12
Totals	\$29,330.12

Life Safety Educators

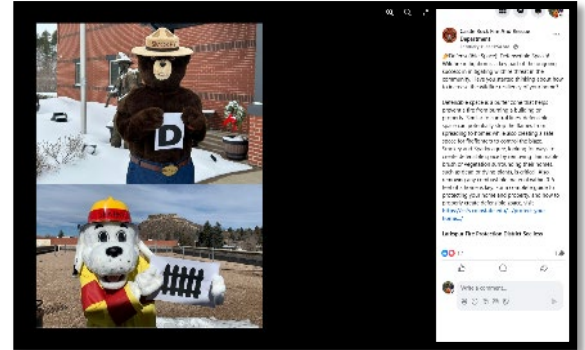
For the month of February, CRFD made contact with:

- 353 citizens through 12 different public education and community events totaling 17.75 hours of education. Of the citizens we made contact with in February, 60 were children (18 years of age or younger) and 293 were adults.
- 15,321 digital contacts were made during the month as well.



February Public Education Highlights

- February's educational message was wildfire preparedness.
- During the month of February, wildfire preparedness messaging was on two different LED/billboard displays along the I-25 corridor. Locations for the two displays were: the Outlets of Castle Rock LED sign on the west side I-25 between exit 183 and 184 and the Lamar advertising billboard on the west side of I-25 north of exit 172 outside of Larkspur. These two displays were seen by over 12 million contacts along the I-25 corridor during the month of February!
- CRFD partnered with Larkspur for a four-part social media series regarding wildfire preparedness and it highlighted CRFD's Sparky the Fire Dog and Larkspur's Smokey Bear helping spread messaging.
- CRFD's FLSD met with and provided education for the following entities during the month:
 - Castle Rock EDC meeting
 - 2 separate Firewise and mitigation assessments with homeowners
 - Chamber Ambassador meeting
 - Douglas County Wildfire networking session
 - Sam's Club Monthly Employee Safety meeting
 - DCSD Castle Rock Regional Leadership meeting
 - Outlets at Castle Rock Quarterly Managers meeting
- FLSE's Duncan and Sanderlin taught Hands Only CPR for February's Wellable event in partnership with the Town's Healthy Living Program.



Car Seat Education

- Crews and administrative staff assisted with community education for 19 car seat checks this month. The car seat checks were comprised of 17 rear-facing seats and 2 forward facing seats. Car Seat techs identified and resolved 2 different installation errors.

PulsePoint Monthly Active Users (MAUs):

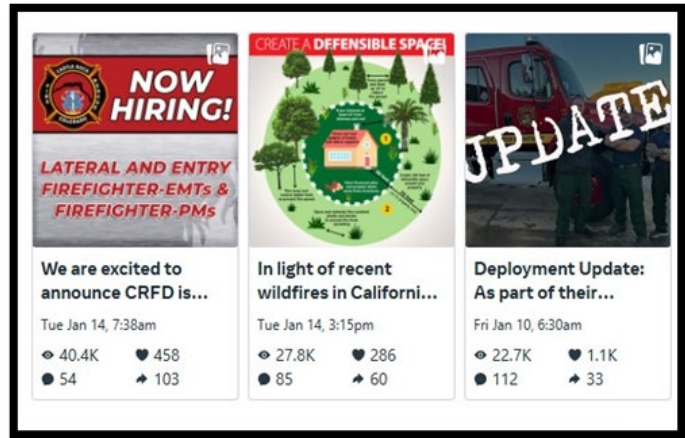
During January 2025 (reporting is one month in arrears), 1,239 users following CRFD on the PulsePoint app enabled CPR alerts and there were 5,893 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Social Media:

During the month of January (reporting is one month in arrears), the CRFD Facebook page reached 61,950 people. Posts were shared 387 times during the month and post engagements came in at 8,214.

Our highest reaching post highlighted CRFD's lateral and entry level firefighter/EMT and firefighter/paramedic job postings. This was viewed 40,408 times, and it reached 17,520 people and was shared 102 times.

The second highest reaching post highlighted defensible space, in light of the fires in California in January. This was viewed 27,769 times and it reached 12,850 people and was shared 58 times.



CRFD Facebook June 2024	
	5,613 Followers
	2,985 Likes and Reactions
	9,767 Page Views
	8,214 Post Engagements

Training Division:

Division Chief Jeff Hood



Division Chief Commentary:

Division Commentary and Happenings: February saw the hiring process for lateral firefighters in full swing, alongside the finalization of the Lateral Academy structure. The STOs remained engaged with training and operational support, while EMS training focused on certification management and documentation. The department logged 2,130 training hours this month.

Hiring Process: The department's National Testing Network posting for lateral firefighters ran throughout February, during which applicants were evaluated, feedback was gathered, and candidates advanced to the town's UKG application process. There has been a decline in lateral hire interest compared to previous years, likely due to industry-wide shortages and competing hiring processes from nearby departments with higher pay and benefits. Despite this challenge, we remain committed to our goal of onboarding six high-quality firefighters in June without compromising expectations or standards.

Development of the Lateral Academy: The Training and Operations Divisions worked to design an academy structure that does not require an off-duty member from Operations. Three lead instructors will facilitate the training, with oversight from Training Chief Jeff Hood and Assistant Training Chief Clay Kallweit. The department's 19-member training cadre will provide additional support. The academy, set to begin in May, is in the final stages of development, ensuring that while there may be a decrease in interest in lateral positions, our expectations and standards for firefighter performance remain unchanged.

Safety Training Officers (STOs): STOs played a large role in training and operational support this month. They identified and recertified all members with expiring ACLS and PEPP certifications, ensuring a smooth transition to RQI for future recertifications. Additionally, they conducted multiple spot drills for on-duty crews, facilitated recruit firefighter rotations, and guided them through task book completion. They also completed an after-action review for a major incident, ensuring lessons learned were shared across the department.

Other Division Happenings:

- Department-wide EMS Documentation Training was delivered, reinforcing the importance of accurate documentation in improving patient care
- Continued collaboration with CPS to begin planning for this year's Lieutenant and Safety Training Officer promotional processes.
- Ongoing work on digital edits for Wildland Urban Interface pre-plans.
- Collaborated with the South Metro Fire Department to send crews up to regional TRT training sessions.

- Continued development of a rope training prop at Station 155, including meetings with Development Services and the Water Department.
- With a change in town legal counsel, updates to training tower agreements and waivers are in progress.
- Hosted Larkspur Fire Protection District for a burn day at the training tower. In return, they will be purchasing equipment that will assist with the upkeep of the training tower.

STO lead spot drill



Company level training



Regional TRT 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
- EVT onboarding
- Retrieve Unit 409 from Las Vegas
- Host CO-Fire Mechanics Meeting/Training

In February, the Logistics Division held our annual SCBA Fit testing for all members. One day for each shift plus a makeup day were initially planned and scheduled. Due to a significant winter storm event, the initial B-shift day had to be cancelled. We worked with the Battalion Chief and crews to move testing to the makeup day. Work continues on the radio replacement project. We have been working through the programming issues with DCSSO and readying portable radios for deployment. In February, we were able to program all the SCBA fobs and deploy radios to Stations 152, 153 and 155. In addition, we have installed 4 mobile radios into staff cars. Also in February, Logistics hosted the Colorado Fire Mechanics Meeting and held a training by Whelen.

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 on board, the focus has been refinement of the programming and design. Work continued in February with a full day of CMGC interviews in order to select a general contractor for the initial phase of the project.

LEST Brunk continues to make significant contributions to the Logistics Division and specifically with tools, equipment and quartermaster items. In the month of February, Landon continued to fill requests made through PSTRax for equipment and uniforms. He also continued working on the radio replacements and deployment, managed and performed the annual fit testing and continued with bunker gear distribution. In February, Landon fulfilled or touched 38 PSTRax alerts as well as 4 purchase requests. He also handled the initial gear issuance for promotions and the new EVT, assisted the EVTs on equipment moving to Station 152, and continued to work with Chief Gile on the radio deployments. Landon also assisted the training division with the movement of a significant amount of hose to the FTC for a training, and assisted in the demobilization and cleaning of what was the collapse trailer.

We are happy to add our new EVT Max Walter into the mix. Max was selected from a hiring process held earlier in the month. Max comes to us from Town Fleet. Most of his experience is on light duty vehicles, but during his time in town fleet, he has worked on our medic, brush and staff vehicles. We will be working with Max to bring him up through the EVT certifications. Both Ben and Max will work together to handle all repairs and maintenance on the heavy fleet and as needed on the light fleet. In February, the pair have had approximately 240 hours of billed labor to units. They are now doing the bulk of the work on heavy units at Station 152. They worked on a total of 18 units in the month of February with several afterhours calls and post deployment service and repair to Unit 409 after being retrieved from Las Vegas.



HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for February are 5,669. Year to date is 10,953 and the total since we began the program is 343,561. 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 graphics on the FLSD vehicles

- New Medic for 2025 preparations
- Brush truck final
- Station 156 Apparatus
- New Medic up-fit



Fit testing



COFMA quarterly meeting/training

Emergency Management and Continuous Improvement:

Chief Norris Croom

We completed the background check process with our candidate, a final offer was made, and accepted. Kathleen Walsh will start on March 10 as our new Accreditation Manager. She has experience in law enforcement accreditation, and we look forward to her joining our team. 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](#)