

Castle Rock Fire and Rescue Department

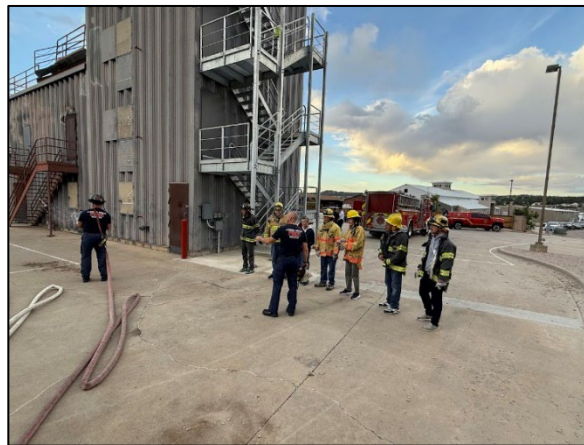
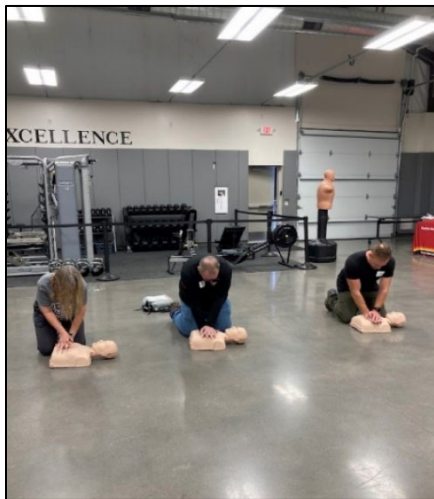


An Internationally Accredited Fire Rescue Agency Since 2012

September 2025 Monthly Report

Department News: A few public education photos

Your Town Rescue activities



A Visit to the Station



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:

September featured research and trials of some technology upgrades and improvements that could come over the next few months. We've begun preparing for the impending move to the new NERIS fire reporting system, and our on-boarding is planned for November with a complete move at the first of the year. The ImageTrend report will look very similar to what is used now but with different and updated data fields. We also investigated a promising new visual pre-planning piece to ImageTrend that automatically incorporates all the permits, inspections, and information that the FLSD obtains. This would replace First Due, but we won't do any move until the software is capable of a few more features (ex: automatic GIS updates). The EMS Leadership Team started looking into a potential purchase of Hand-Tevy, and more research is being led by FF Mitch Murphy. Lastly, we have begun demoing the AI integrations for our ImageTrend ePCRs, and they look good so far. These features include voice-to-narrative and being able to take a photo and have information auto-import to the report (ex: face sheets, driver's licenses, medication lists).

EMS: Following the news that Dr. Luyten will not be continuing as our Medical Director, we began meeting with potential candidates in the CarePoint group. Those initial interviews will conclude in October, and any recommended candidates will then spend time with the EMS Leadership Team before a final decision is made on the future of our medical direction. The EMS Leadership Team also recommended creating a shift lead position, which was subsequently implemented to help streamline EMS related communications to each shift, assist in delivering CQI feedback, and to serve as a main point of contact for each shift's EMS needs. The EMS Working Group has submitted the updated BLS Attending SOG and Agency Guideline for review, and those documents will be the foundation for the revised program. Lastly, thank you to FF Kyle Flores for teaching this month's EMS training!

Special Operations: The Wildland Team is back in California, assisting in the northern part of the state with initial attack operations. Training was a big focus this month, with crews participating in a joint training with SMFR on white powder scenarios, several members obtaining their HM-Tech certs (congrats FFs Nolan Devine and Jamie Miller), and LT Troy Robberson attended a specialist level trench course in Michigan – and he will share what he learned in upcoming trainings for the team. Planning is underway for our CRFD Extrication Technician Course, and members attended a regional training planning meeting with SMFR and WMFR. We also purchased a remote anchor picket for the squad, which replaces using equipment not designed for this function. Finally, an audit is underway for the squad, collapse, and hazmat units that will help us identify gaps in our equipment needs.

Pipes and Drums: The band was busy in September, playing at the CRPFF golf tournament, the LODD funeral service for CSFD Engineer (ret) Patrick Rogaki, the Douglas County Hero's Gala, the North Area Fire Academy graduation, the Brotherhood for the Fallen golf tournament, and the annual IAFF Fallen Firefighters Memorial.

Apparatus: We are working on some issues with the Brush truck slated for Station 156, receiving two new medic units (anticipated in October), and the current build for Engine 156 (anticipated in early 2026).



We are currently working on the following projects:

- Station 156 design
- SOG/Admin Directive updates
- Station 155 updates for M155
- New reserve engine in-service process
- Revising the mandatory callback program
- SpecOps station staffing

We also:

- Fundraised for CRPFF at the annual golf tournament
- Met with all of the ALTs
- Attended the EMS Working Group meeting
- Participated in the Denver 9/11 Memorial Stair Climb (21 total members)

Customer Service:

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

Of the 10 customer survey cards we received in September, one had an overall rating of 4, one had an overall rating of 5. Some of the comments we received were: *"The rescue team moved very fast. They made me feel safe and cared for. They took stroke precautions."* Another read; *"Staff is extremely professional, well trained, efficient and caring. Functioned well as a team."*

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 September, we responded to 627 calls for service. For the year, we have now responded to 5,425 calls, which is 145 more than at the same point in 2024. We averaged 21 calls per day for the month.

Of the 627 calls this month, 8 were fire-related, 30 were motor vehicle crashes, 71 were service in nature, 376 were EMS calls, 66 were good intent calls, 55 were alarms, and the remaining were miscellaneous. In September, we transported 318 patients to area hospitals, with 254 transported to Castle Rock, 47 to Sky Ridge, and 17 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 454 responses	Q151 with 214 calls	M151 with 189 calls

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

Significant Incidents:

In August, CRFD responded to 7 cardiac arrests.

A- Shift:

- September 6 – BC151, E154, M154, SAFE151, SQ155 responded to a crash involving a paraglider
- September 29 – Q155, E154, M154 responded to an extrication crash

B-Shift:

- September 9 – BC151, CH152, Q155, Q151, E153, E154, M155, M154, SAFE 151, CH157, BUR159 responded to a residential structure fire on Nova Place

Wildland Team in California



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Congratulations to Sr. EVT Ben Jennings on earning the 2nd Place Award in the EVT of the Year program sponsored by Spartan and Firehouse Magazine. Ben was selected from twenty-three nominees nationwide, and is recognized for his excellence, dedication, and service in all aspects of our fleet section of the Logistics Division. Congratulations Ben!

Interviews were held for the Division Chief vacancies in the Fire and Life Safety Division as well as Logistics in late September. CPS, a well-known, national recruiter that has a significant amount of experience in fire service recruiting and hiring, managed the process of interviewing 4 candidates for Fire Marshal and 6 candidates for Logistics. Members from each division (as well as others) participated in the interview process, and made their recommendations. Chief's interviews were completed at the end of the month, and offers will be made to a candidate for each position. We hope to be able to announce our new chiefs in October.

The admin remodel started in August, continued through September, and should be finalized in October. 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. While the remodel is substantially done, we still have some painting, moving or installation of equipment, and then overall cleaning before we will be complete.

A local contractor began work on wildland mitigation on 7.2 acres of Centennial Park. This area was identified in the CWPP as a "Very High" risk, and we have finally been able to work to reduce the risk. It should take about two weeks to complete, and it was the subject of a Fox31 story on mitigation.

Fire Chief Commentary:

Members participated in the Douglas County Community Foundation Heroes Gala on September 12. Crews answered questions and showed off Hazmat 153 as part of the static display, and members of our Pipes and Drums performed as part of the Colorado Emerald Society Pipes and Drums for the event. This is the third year that we have participated at the request of the Foundation.

The department hosted "Rescue Night" as part of the Your Town Academy program. After having hot dogs and hamburgers cooked by our own Lt. Roan, attendees were given a brief overview of the department and a medic unit, and then conducted hands on training with crews on auto extrication, hose line management, and hands only CPR. The reviews from the attendees were very positive, and they appreciated all of our crews' efforts with them for the evening.

Design work is almost done for Station 156 and Logistics, and we have finalized a detailed budget of almost \$21 million. We still need to complete a replat of the site and are working with the

architect, surveyor, and Town to make this happen. A Pre- Application meeting is scheduled for early October where the Town will advise of any concern or issues. Once this meeting is complete, we will begin the process to submit formal plans for review to begin the construction process. We will have at least one neighborhood meeting in the near future, will be putting up a “future home” sign on the site, and work to get Council approval on the first phase of the project to begin dirt work. Stay tuned!

Congratulations to all of our members who were recognized at the Town’s annual Years of Service event! From 5 to 30 years (Lt. Johnson), I received a number of comments about how many people we have who have been here more than 20 years. It is a testament to their commitment to the department and the Town.

Finally, BC Morgenthaler, Lt. Helle, Eng. O’Brien, FF/PM Crewse, and I dressed up and sang a modified version of Abba’s “SOS” for the Mayor’s State of the Town video. While not the best singers, we did generate a number of smiles and laughs when the video was shown at the State of the Town. Last year Ted Lasso, this year musicals. What will next year bring?



Fire and Life Safety Division:
Acting Fire Marshal Kevin Sullivan



Fire and Life Safety Division Summary:
Personnel Highlights

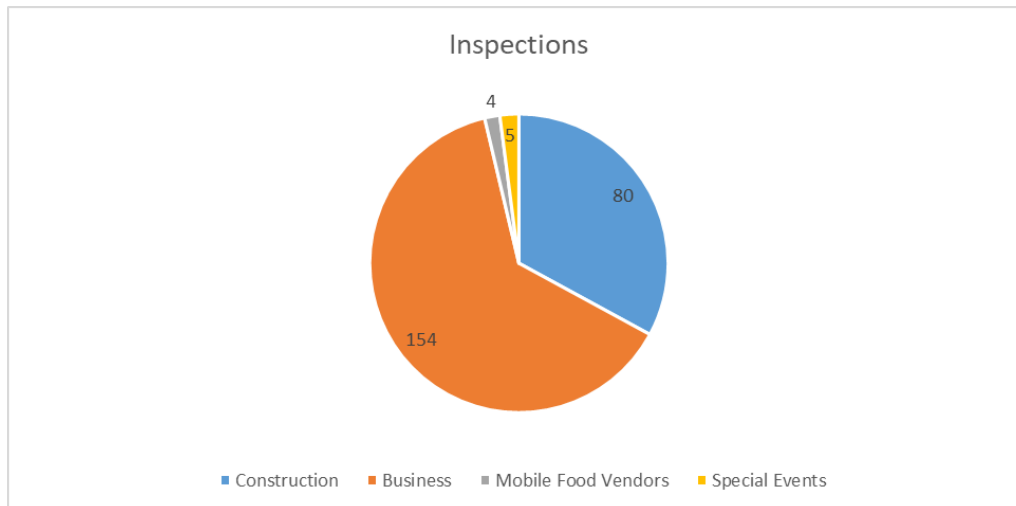
- In September, the Fire and Life Safety Division welcomed a new team member, Paul Harris. Paul brings extensive experience as an inspector from the Town of Parker, along with 20 years of firefighting experience in Illinois. We are excited to have him join our team.

Inspection and Plan Review Activity

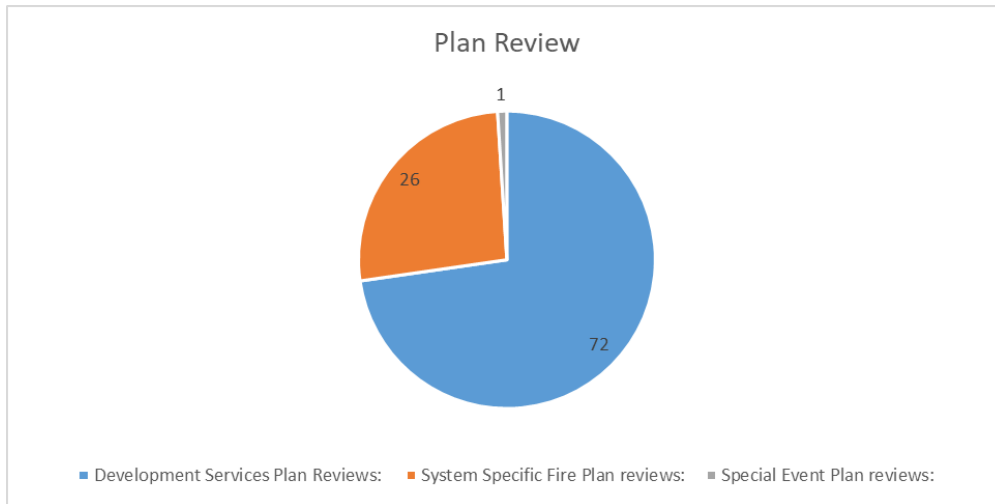
In September, the Fire and Life Safety Division continued to support Castle Rock’s growing community through inspections, plan reviews, public education and strategic community risk reduction efforts. A total of 243 inspections were completed, including 80 construction inspections, 154 business inspections, 4 mobile food vendor inspections and 5 special event inspections. On the development side, staff conducted 99 plan reviews, which included 72 development services reviews, 26 fire protection system-specific reviews and 5 special event plan reviews.

Code Compliance and Enforcement

The Division managed 27 permit issuances and closed 27 permits. One stop work order was issued for an impaired hood. Fire Prevention staff responded to 6 incidents and participated in 11 Development Services meetings.

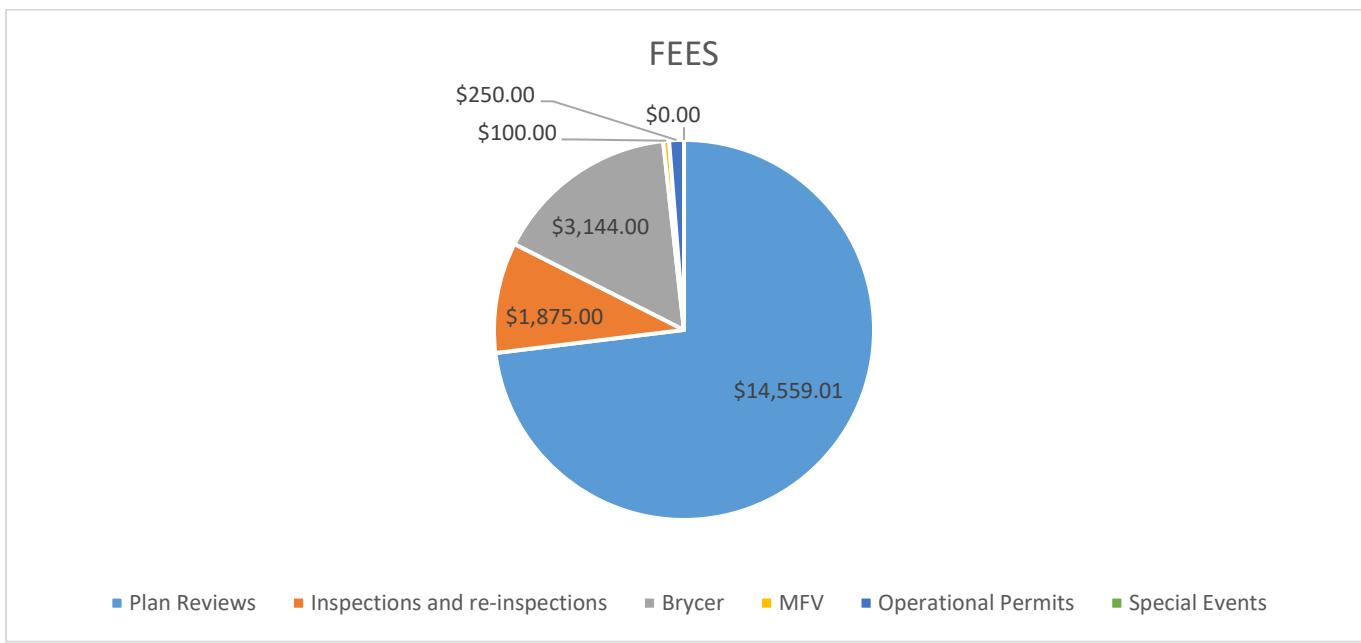


Construction	80
Business	154
Mobile Food Vendors	4
Special Events	5
TOTAL	243



Development Services Plan Reviews:	72
System Specific Fire Plan reviews:	26
Special Event Plan reviews:	1
TOTAL	99

FEES BROUGHT IN FROM THE DIVISION:



Life Safety Education

For the month of September, CRFD made contact with

- 234 people through 11 different public education and community events totaling 7.5 hours of education. Of the citizens we made contact with in September, 150 were children (18 years of age or younger) and 84 were adults.
- 15,104 digital contacts were made during the month as well.

Car Seat Education

Crews and FLSEs assisted with community education for 40 car seat checks this month. The car seat checks were comprised of 37 rear-facing seats and 3 forward-facing seats.

- Car Seat techs identified and resolved 8 different installation errors.
- Car Seat checks performed through scheduled appointments: 9

Community Engagement

- **PulsePoint:** During August 2025 (reporting is one month in arrears,) 2,063 users following CRFD on the PulsePoint app enabled CPR alerts, and there were 7,202 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.
- **Social Media:** During the month of August (reporting is one month in arrears), the CRFD Facebook page reached 105,453 people. Posts were shared 66 times during the month, and post engagements came in at 1,314. Our three highest reaching posts were about the fire at Castle Rock Elementary school, and two regarding the wildfire deployment.



Fire Prevention Officers/Investigators working an investigation on a house fire on Nova PL



Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: September was a busy month for the Training Division, with 2,051 training hours logged across the department. Much of the work focused on delivering new department wide training opportunities, refining promotional processes, and continuing to plan for major initiatives scheduled for later this year and into 2026.

Strategic Planning and Initiatives: The Training Division continued to advance long-term projects, including preparations for the Acting Lieutenant process, development of the 2026 Acting Engineer class, planning for the Transition Academy scheduled after the recruits graduate in December, and quarterly incident command training.

Hoarder House Training: Department-wide hoarder drills were conducted for the first time, providing crews with a unique opportunity to train in realistic, cluttered environments. Tower rooms were converted into hoarder scenarios that required crews to ventilate, enter, and search—skills that are increasingly important given the hazards these conditions present in our community.

DEA Clandestine Lab Training: The CRFD hosted the United States Drug Enforcement Administration for training on clandestine lab identification and entry. HazMat members attended both classroom and practical portions, with both agencies identifying strong crossover potential for future joint training in Castle Rock.

Chameleon Gymnastics Training: Northern CRFD companies are training at Chameleon Gymnastics to practice patient removal from foam pits, simulating neck or back injuries. This unique training addressed a low-frequency, high-risk scenario and gave crews valuable experience in a unique environment.

Power Line Safety Training: Department-wide power line and transformer safety training was provided by CORE Electric. Using live props and visuals, crews were refreshed on operations and reinforced best practices for safely operating around energized equipment.

Enhancing Station Training Props: Station 154 will be provided with a continuous extrication car for company drills. We assisted with continued progress on repairs to the HazMat trailer at Station 153, and the rope/technical rescue prop at Station 155 continued to be built out and refined.

Other Division Happenings:

- Your Town Academy rotated its students to CRFD for a fire service introduction and hands-on training experience
- Initial planning began to host retired FDNY Captain Mike Dugan in Castle Rock for a department-wide event at the conclusion of the Transition Academy
- Work continued with CPS to prepare for the October Lieutenant promotional process
- Progress continued with RestoPros to build new burn cells for future live fire training
- The Training Division continued to oversee CRFD recruits at West Metro Academy and monitor their progress
- Worked with the Assistant Chief of EMS and Special Operations to prepare the Extrication Team for October's technician-level training

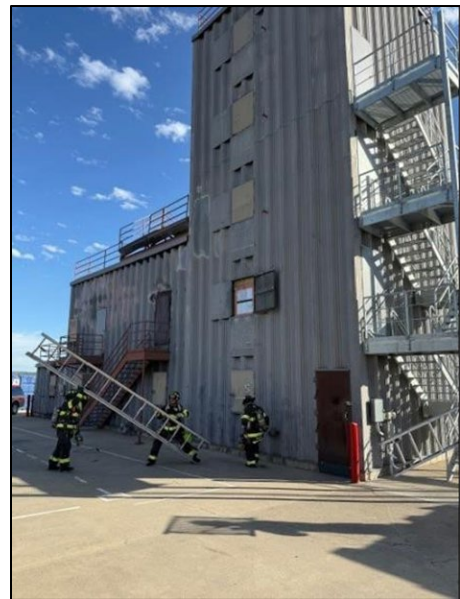
CORE Power Training



Hoarder House Training Set-up



A CRFD recruit tight spot at the fire academy



Company Level VES Training

Continuous Quality Improvement: **Accreditation Manager Katt Walsh**



The Commission on Fire Accreditation International (CFAI) has officially released the latest edition of the Fire and Emergency Services Self-Assessment Model (FESSAM). This model is regularly updated to reflect current trends and evolving standards within the fire and emergency services industry. The CRFD is proud to be among the first agencies to undergo the accreditation process under these newly established guidelines when we appear before the Commission in 2027.

The current FESSAM (11th Edition) includes 250 individual performance indicators designed to assess an agency's compliance across all areas of operation. These indicators are organized into eleven distinct categories, each addressing specific criteria. Through the accreditation process, agencies are required to thoroughly describe and evaluate every aspect of their organization. When gaps are identified, a structured improvement plan is developed. All performance measurements are supported by current and relevant reference materials.

September was busier than usual; in fact, this marks the highest number of calls for service recorded in any September over the past five years.

This is a snapshot of our numbers, and not the whole picture! Please follow the link below to see all the September 2025 stats.

Link to the draft monthly status report: [ImageTrend monthly data](#)

