

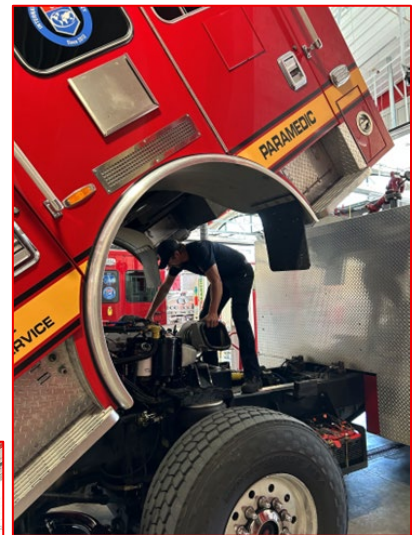
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

December 2025 Monthly Report

Department News: A few pics of Max Walter, Emergency Vehicle Technician, working on one of our Engines



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:

Congratulations to Mike Zukowski for his well-deserved retirement after serving the citizens of Castle Rock for more than 25 years. When Mike started, he and I were assigned to putting a second medic unit in service – but only during high-use parts of the week. Our schedule was Wednesday through Sunday from noon to midnight, and while it wasn't the easiest schedule, Mike focused on the fact that it was what the department needed.

Mike's professional legacy will be centered on his deep passion for helping others, his commitment to the brothers and sisters at the CRFD (including everything he did for Jeff Dunn), a bit of pragmatic quirkiness, his joy of being a dog handler for COTF-1, and some great chili. Congrats, Mike!

NERIS: We were able to begin testing on the new NERIS incident reporting platform in the second half of the month, and are appreciative of the lieutenants who volunteered to pilot the new system. The department is mandated to move to that platform on January 1, and we anticipate that we'll see continuing system changes and reporting requirements over the next few months. Thank you for everyone's patience through this change!

EMS: BLS Attending training was completed for the department and the updated program will go live in January. Training was also provided for the Transition Academy, and we've been working with Training on the plan for 2026's EMS training. We continue to work through response considerations at Banyan and have seen more than a 30% reduction in our average monthly responses to their facility, while we continue to see increases in other areas of EMS response. Dr. McDaniel is now officially functioning as our medical director and we'll continue to make the transition to his leadership over the next few months. The EMS shift leads have already made an impact and have become a resource for communication for each shift. Lastly, we are addressing equipment issues as they arise, and appreciate everyone's willingness to bring these to our attention.

Special Operations: Leads continue to prepare for the upcoming regional Tech Rescue Academy and planning for next year's department-level trainings. We attended several regional meetings, including the South Area Spec Ops meeting and one focused on hazmat and active threat. Finally, Andrew Kopp is our new Trench Rescue Lead and is working with Seth Roan and Troy Robberson as he transitions into that role.

Pipes and Drums: The band concluded 2025 with a busy month, playing at the Highlands Ranch Law Enforcement Academy graduation ceremony, the LODD funeral service for Adams County Sheriff's Office Commander Karl Smalley, the 25-02 West Metro Fire Academy graduation ceremony, and Mike Zukowski's retirement ceremony.

Apparatus: Engine 156's completion has been scheduled for mid-January at Pierce and members of the Apparatus Team will travel to Wisconsin for the final inspection. Brush 156's repairs are also completed, and Ben Jennings will travel to South Dakota to conduct an inspection prior to bringing it to Castle Rock.

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
- Updating our bunker gear spec
- 2026 training plans for EMS/SpecOps

We also:

- Taught at the ALT school
- Completed a ride-along with C-Shift
- Held a Health and Fitness Team meeting
- Attended a Town IT Strategy Committee meeting
- Participated in Aurora's Division Chief interview process

Customer Service:

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

Of the 16 customer survey cards we received in December, all had an had an overall rating of 5. Some of the comments we received were: *"I've never had a better experience with emergency personnel. Thank you!"* Another read; *"All were respectful, concerned & attentive to my needs. I couldn't have had better service."* Another read; *Great job Station 155. I was in a lot of pain (back) and they took special care to carry me in a special transport bag out to the gurney. A little difficult getting an IV stick. Took a couple of tries but my veins are a bit squirrely."*

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 December, we responded to 669 calls for service. For the year, we have now responded to 7,403 calls, which is 335 more than at the same point in 2024. We averaged 21.5 calls per day for the month.

Of the 669 calls this month, 12 were fire-related, 34 were motor vehicle crashes, 88 were service in nature, 382 were EMS calls, 73 were good intent calls, 63 were alarms, and the remaining

were miscellaneous. In December, we transported 328 patients to area hospitals, with 261 transported to Castle Rock, 51 to Sky Ridge, and 16 to other facilities.

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

Significant Incidents:

In December, CRFD responded to nine cardiac arrests.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 438 responses	E154 with 244 calls	M154 with 180 calls

A-Shift:

- December 23: BC151, CH151, E154, M151, M153 BR151, BR152, BR153, BR159, SAFE151, BUR153, BUR159 responded to a wildland urban interface fire.

B-Shift:

- December 2: BC151, M154, SAFE151 assisted West Douglas with a residential structure fire.
- December 9: BC151, CH152, Q155, E154, M155, SAFE151 responded to a locomotive train fire.
- December 22: BC151, Q151, BR153, M153 assisted Franktown with a residential structure fire.

C-Shift:

- December 31: BC151, CH158, Q151, M151, SQ155, SAFE151 responded to a medical issue on the trail around the top of the rock.



FF/PM Wendland earning her PM helmet front piece

Department members at the recruit academy graduation



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

After 25 years of service, FF/PM Mike Zukowski retired on December 29th. Earlier in the month, Mike received the 2025 First Responder of the Year from the Masonic Douglas Lodge 153.

During Mike's tenure, he served in a variety of positions, played bagpipes in the Pipes and Drums, was Chief Cook for the annual chili supper for a number of years, and most notably, as a search dog handler for Colorado Task Force 1. Congratulations Mike!



On December 19th, our seven recruits graduated from the joint West Metro Fire Academy with our own FF/EMT Chris Sison receiving the Top Recruit Award. They are now in the transition academy here, and should move to their line assignments in January. Congratulations to all and welcome!

We have developed a scope of work (SOW) with the Colorado State Forest Service for mitigation of about 20 acres of the forested portion of the Metzler Family Open Space along Crowfoot Valley Road. We are still working with the Douglas Land Conservancy (DLC) to obtain approval before we can put this out to bid.

We are working to schedule Council approval for the entire Station 156 project in February or March once financing has been secured, and then construction to begin soon thereafter. We have multiple submittals already in to Development Services, to include construction drawings, replat application, etc., and are working on the review comments. We have not encountered any significant challenges so far, and continue to work on coordination between all involved.

Fire Chief Commentary:

Due to continued dry and windy weather conditions, Stage 1 Fire Restrictions were implemented in Town as well as by Douglas County. We participated in a number of meetings with Douglas OEM and Xcel as they implemented Public Safety Power Shutoffs (PSPS) throughout the front range due to high fire danger. While the Town was not included in these as we are served by CORE, we were prepared to assist elsewhere if needed.

While we have been fortunate in not having many grass/brush fires during this time, we did respond to a 1-acre grass fire in Crystal Valley on December 23rd. The fire was quickly contained due to aggressive work by our crews, and the cause was determined to be fireworks. We had several crime stopper tips, and our investigators are continuing to work on follow-up.

I participated in the HR Manager interviews at the request of the Town Manager's office. At the conclusion, we had a solid recommendation to move forward in the process, and that individual was given a conditional offer pending the background check process. If all goes well, they will hopefully start in January.

Bob Norton, with Norton Development Group, submitted his recommendations and plan for the next steps based on the interviews he conducted in November. I have reviewed his recommendations, and we will be moving forward with a number of them to start.

We have dates blocked in January and February for in person training with him, and we will evaluate how to proceed at the conclusion of these trainings.

A few pictures from Mike Zukowski's retirement



Fire and Life Safety Division:

Division Chief Kevin Sullivan



Fire and Life Safety Division Summary:

- Blasting operations continued in the Ridge Road–Plum Creek corridor with daily safety checks, vibration monitoring, and community communication support.
- The division completed 104 inspections, reviewed 79 plan submittals, and inspected 1,961,075 square feet.
- Division fee revenue totaled \$14,651.59.
- Fire and investigation staff handled 16 responses and follow-ups and completed 12 unmanned aerial vehicle (UAV) flights.
- Life Safety Educators delivered 3 public education events (4 hours) with 84 in-person contacts and 15,104 digital contacts.

Blasting Operations Update

Blasting commenced in the corridor between Ridge Road and Plum Creek. Work in December required daily pre-blast and post-blast safety checks, vibration monitoring and compliance confirmation, community communication support, and UAV flights for documentation.



Photo: Blasting operations in the Ridge Road–Plum Creek corridor.

Division Priorities and Current Focus Areas

- Preparation for Q1 2026 changes to the Fire Code and updates to internal standard operating guidelines (SOGs).
- Evaluation of FireInspection360 as a potential software solution for bureau operations.

- Ongoing follow-up on system compliance, past-due inspections, and deficiency resolution.

Operational Workload

Activity	December Total
Inspections (Total)	104
Construction Inspections	58
Business Inspections	45
Mobile Food Vendors	0
Special Events (Inspections)	1
Plan Reviews (Total)	79
Development Services Plan Reviews	66
System-Specific Fire Plan Reviews	12
Special Event Plan Reviews	1
Square Feet Inspected	1,961,075
Complaints	2
Citations	0
CORA Requests	7
Fire/Investigation Responses and Follow-ups	16
UAV Flights	12
Development Services Meetings	23
Stop Work Orders	4
Fire Watch Assignments	4
Permits Issued	14
Permits Closed	19

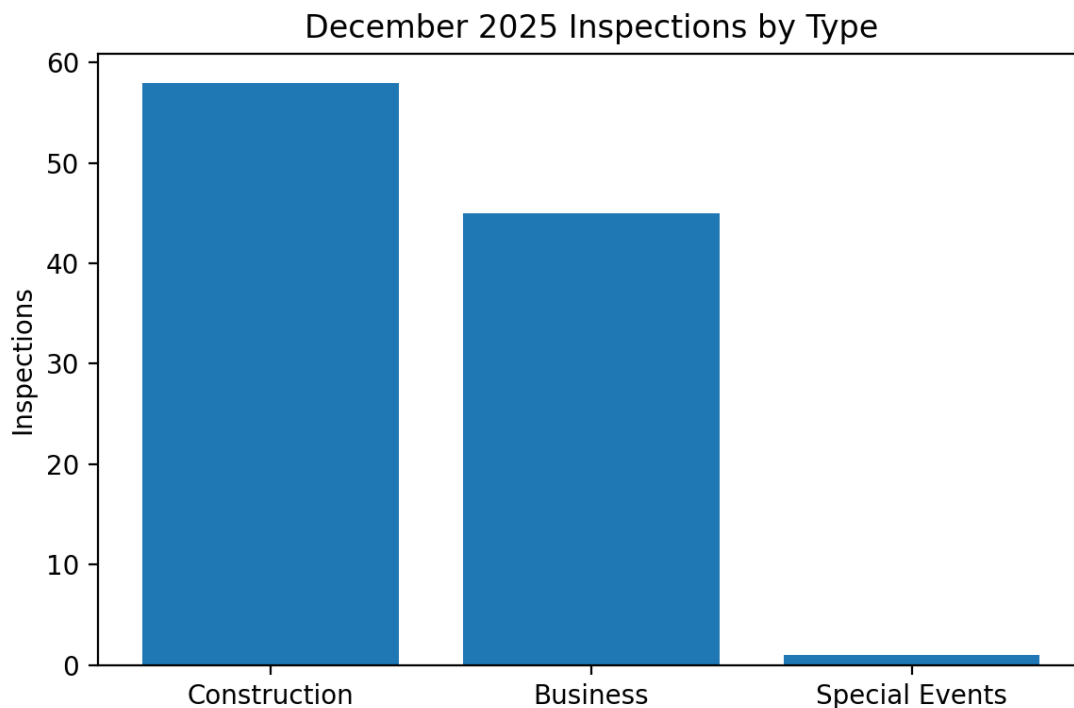


Chart: December inspections by type.

Plan Review and Development Services

Development Services plan reviews remained steady, with 66 plan reviews completed in December. The division also completed 12 system-specific fire plan reviews and reviewed one special event plan, for a total of 79 plan reviews.

Staff participated in 23 Development Services meetings to coordinate plan review timelines, resolve technical issues, and support project delivery.

Compliance and Deficiency Tracking

System status tracking shows a mix of current and past-due systems, along with overall compliance and deficiency rates. The charts below reflect the current snapshot and deficiency activity trends.

Division Revenue

Total fee revenue collected by the division in December was \$14,651.59.

Fee Category	Amount
Plan Reviews	\$6,722.59
Inspections and Re-inspections	\$5,125.00

Brycer	\$2,570.00
Mobile Food Vendors	\$0.00
Special Events	\$234.00
Total	\$14,651.59

Community Risk Reduction and Public Education

Life Safety Educators completed three public education and community events totaling four hours. Staff made 84 in-person contacts, including 60 children and 24 adults, and recorded 15,104 digital contacts during the month.

December messaging emphasized holiday safety for residents and blocked exits and egress lighting for businesses.

Public Education Highlights

Educators attended an all-day training with Castle Rock Police Department focused on autism, the C.A.R.E. program, and community input on special needs populations.

Educators partnered with the police department to distribute Spanish fire safety materials to multiple schools.

Staff coordinated with the police department's victim advocate group regarding car seat resources for community members.

Safer Senior programming was delivered to Reyn Rock residents, focusing on emergency preparedness, medical emergencies, and home fire safety and prevention.

Educator professional development included a car seat continuing education training and Town communications training focused on web content quality.

Car Seat Education

Crews and educators completed 15 car seat checks in December, all of which were rear-facing seats. Staff identified and corrected four installation errors.

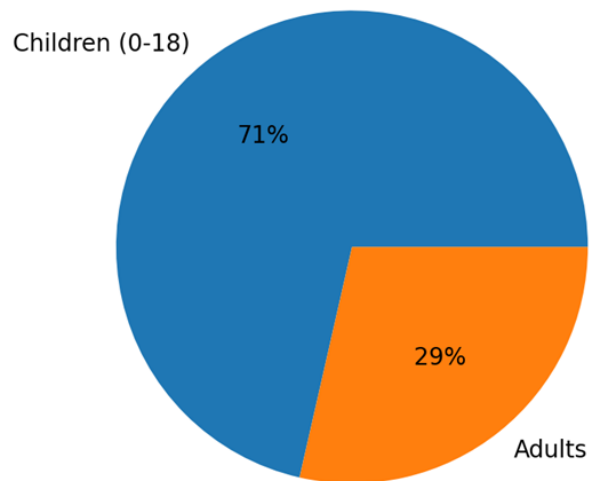
Digital Outreach Snapshot

PulsePoint reporting (one month in arrears) shows 1,923 users following CRFD enabled CPR alerts, with 6,603 monthly active users.

Social media reporting (one month in arrears) shows the CRFD Facebook page reached 189,762 people in November, with 1,938 post engagements and 136 shares.

December Facebook page metrics included 7,716 followers, 1,641 likes and reactions, and 324,855 page views.

December 2025 Public Education Contacts



Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: December closed out a productive year for the Training Division. The department logged 2,460 training hours in December, bringing the 2025 total to 35,332 training hours. While this number is slightly elevated due to the significant workload associated with onboarding and training 16 new-hires, it reflects our Department's overall commitment to training, development, and operational readiness.

Department-Wide HazMat / CO₂ Training: The Training Division delivered department-wide hazmat training in collaboration with 105 West Brewing Company, providing hands-on CO₂ response training at their facility. This partnership allowed crews to train in a real-world environment involving a hazard we may encounter but rarely get the opportunity to train on in person. Crews rotated through the brewery, learned about CO₂ systems, associated hazards, and operational considerations, and gained valuable experience responding to a unique but realistic risk.

West Metro Academy Graduates and Transition Academy: Seven entry-level recruits successfully graduated from the West Metro Fire Academy and began CRFD's Transition Academy in December. Training includes skills evaluations, engine and quint days, wildland operations, technical rescue, hazmat, EMS, SCBA familiarization, radio operations, and more. The Transition Academy will conclude on January 16, highlighted by a presentation from retired FDNY Captain Mike Dugan. Following graduation, recruits will attend a one-week car seat class and are anticipated to begin line assignments the week of January 26.

Acting Lieutenant Academy: The Training Division conducted the Acting Lieutenant Academy, delivering a well-rounded curriculum intentionally designed to satisfy both CRFD expectations and CMCB Fire Officer requirements. Instruction covered leadership styles, resilience, peer support, decision-making, difficult conversations, organizational conduct, administrative responsibilities, behavioral health, and report writing, as well as operational topics including strategy and tactics, fire systems, and use of departmental reporting platforms. As part of this effort, all of our future acting lieutenants earned their Fire Officer certifications.

Safety Training Officers (STOs): STOs continue to provide and support hundreds of hours of training throughout the month. In addition to delivering operational training, STOs played a role in year-end administrative support, assisting members with expiring certifications and outstanding training requirements. One notable training initiative included the development of a low-visibility forcible entry prop at the training tower. Practicing tool use in low-visibility conditions is not something the department has traditionally emphasized at a large scale. This training provides valuable exposure to the increased injury risks associated with tool use in

reduced visibility and helps reinforce safer techniques.

Other Division Happenings:

- Planning continues for the April 2026 Acting Engineer Academy and the June Engineer promotional process.
- The division is exploring longer-term training initiatives, including potential mid-rise operations and acquired residential structures.
- Evaluation of major training tower upgrades for 2026 is ongoing.
- Coordination continues with the Water Treatment Plant to develop department-wide training.
- Preparation continues for a department-wide elevator rescue training.

Company- level Victim Rescue Training



Low Visibility Forceful Entry Training



Department-wide Hazmat Training



Continuous Quality Improvement: Accreditation Manager Katt Walsh



The CPSE (Center for Public Safety Excellence) Excellence Conference will be held at the Caribe Royale in Orlando, Florida from March 10-13, 2026.

The ImageTrend Connect26 conference will be taking place May 11-15, 2026 in Saint Paul, Minnesota at the Saint Paul River Centre.

Looking Ahead:

Data from 2025 will begin being collected in the first quarter of 2026 and will be reconciled and prepared for the Annual Standards of Cover and Annual Compliance Report. While these reports are required for accreditation renewal, they also offer valuable insight to help guide our department's future planning.

In 2025, CRFD experienced an estimated 4.75% increase in calls for service compared to 2024. Below are the projected month-to-month figures and total annual call volumes for apparatus throughout the department:

APPARATUS																	
2025																	
	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL	AVERAGE MONTHLY			
MED151	129	134	162	109	74	78	136	149	149	183	185	179	1667	139			
MED153	72	58	76	59	76	62	44	57	53	56	64	72	749	62			
MED154	156	136	169	164	177	148	120	144	116	142	171	180	1823	152			
MED155	0	0	1	0	0	26	64	82	91	93	97	104	558	47			
	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL	AVERAGE MONTHLY			
E151	0	0	0	18	62	62	9	0	0	0	0	0	151	13			
E152	63	72	88	65	78	78	76	89	58	92	78	109	946	79			
E153	49	35	52	45	53	44	51	55	61	62	69	75	651	54			
E154	163	138	177	179	177	175	139	147	160	199	209	244	2107	176			
E155	0	4	7	75	3	9	18	0	0	0	0	4	120	10			
Q151	129	128	162	109	74	78	136	149	149	215	214	189	1732	144			
Q155	105	70	93	25	93	96	73	107	123	148	129	147	1209	101			
	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL	AVERAGE MONTHLY			
B151	0	0	2	1	0	1	0	0	1	1	1	4	11	1			
B152	0	0	0	1	0	0	2	1	0	0	1	2	7	1			
B153	0	0	0	0	0	0	0	0	0	1	0	2	3	0			
B154	0	0	0	0	0	0	0	1	1	0	0	1	3	0			
B155	0	0	0	1	0	0	4	1	1	0	0	0	7	1			
B159	0	0	0	0	0	0	0	0	0	0	0	2	2	0			
HM153	1	3	4	1	1	5	2	1	1	2	3	1	25	2			
COL155	1	0	0	1	0	1	1	0	0	0	1	0	5	0			
SQ155	0	0	0	0	1	1	1	4	3	1	3	2	16	1			

There has been some redistribution of medical calls in certain planning zones recently, primarily impacting the call volumes for Station 151 and Station 154.

While this snapshot provides a quick look at the numbers, it's only part of the picture. Data helps us make informed, fact-based decisions, but your experiences and insights from the field are equally vital in helping us understand the full scope of operations.

Your firsthand perspectives help bring the data to life — providing valuable context that informs us how we move forward as a department and community. I continue to invite everyone to share their perspective and personal insights.

Please feel free to stop by my office or email me at kwash@crgov.com. If it's more convenient, I'm also happy to schedule a time to visit your station.

👉 Follow the link below to view the full December 2025 statistics: [ImageTrend monthly data](#)