

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

January 2026 Monthly Report

Department News: A few pictures of technical rescue training. We continuously train to stay proficient in every rescue scenario we may face.



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:

We have completed our first month on the new NERIS fire reporting platform, and we have not encountered any major problems with the system. There are a few improvements that we are expecting over the next few months that will help improve the report writing experience, and the reporting elements will be constantly updated to ensure timely data collection. Speaking of data, because NERIS uses different terminology, the data presentations will look different than under the old NFIRS system. Lastly, all of our automated monthly data reports need to be rebuilt, so we are limited on the depth of data we have for January.

EMS: The EMS Leadership Team met in the early part of the month and established groundwork for the team moving forward. The team continues to refine the review/feedback process to make it better for the care providers. EMS training has been outlined for 2026 and is being implemented by the Training Division. This year's EMS specific training has modified the delivery and frequency model to better align with the available time for crews, but it has not negatively impacted the overall amount of training required for recertification. Lastly, Denver Metro Protocol updates have arrived and will be implemented soon, and our agency specific guidelines were rewritten and reorganized.

Special Operations: Leads continue to prepare for the upcoming regional Tech Rescue Academy and planning for this year's department-level trainings, and we've been meeting with them to see how we can best support their discipline. We also continue to work on the specialty station staffing plan, with anticipated roll-out to coincide with the mid-year shift bid.

Apparatus: Members of the Apparatus Team traveled to the Pierce facility in Wisconsin for the final inspection of Engine 156, and we believe that this is the best version of this generation of engine design we've seen. The team will work with R&D and continue discussions about any potential changes to the equipment that the apparatus carries, and then incorporate any changes into future apparatus design.

We are currently working on the following projects:

- Station 156 design
- SOG/Admin Directive updates
- Station 155 updates for M155
- Specialty station staffing plan
- Updating our bunker gear spec
- 2026 training plans for EMS/SpecOps

We also:

- Conducted a one-off shift bid
- Completed a ride-along with A-Shift
- Held a Health and Fitness Team meeting
- Attended a FSRI WUI meeting
- Participated in the COTF agency chief meeting

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
January 2026...100%

Of the 8 customer survey cards we received in January, all had an overall rating of 5. Some of the comments we received were: *“Great service by kind, caring, professionals! Thank you!”* Another read: *“They cleaned the rug – were very concerned & professional.”*

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 January, we responded to 621 calls for service. For the year, we have now responded to 621 calls, which is 39 more than at the same point in 2025. We averaged 20 calls per day for the month.

Of the 621 calls this month, 5 were fire-related, 24 were considered hazardous in nature, 130 were public service (including alarms and citizen assists), 388 were EMS calls (including motor vehicle crashes), and the remaining were miscellaneous. In January, we transported 286 patients to area hospitals, with 228 transported to Castle Rock, 48 to Sky Ridge, and 10 to other facilities.

Significant Incidents:

In January, CRFD responded to 12 cardiac arrests.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 492 responses	E154 with 235 calls	M154 with 180 calls

Additional significant incidents will be included once data collection is redone to include NERIS information.

A member earning their black helmet front piece



Final inspection of Engine 156



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

With the new year comes a new budget and three new positions from the Town's 2A funding. We will be hiring an additional fire prevention officer (FPO), firefighter, and administrative assistant this year, and hope to have the FPO and admin assistant filled as soon as possible. The firefighter will be hired mid-year to be able to attend the fall academy at West Metro.

On January 5th, Jeff Wenzel started in his new role as Division Chief of Logistics. Jeff comes to us from New Mexico where he worked for Rio Rancho Fire for over 20 years, and we are excited to have him here in this role. Welcome, Jeff!

Douglas Land Conservancy (DLC) approved the scope of work (SOW) from the Colorado State Forest Service (CSFS) for mitigation of about 23 acres of the forested portion of the Metzler Family Open Space along Crowfoot Valley Road. We are awaiting bids and hope to be able to start work in February. CSFS advised there was a significant amount of beetle kill and infestation, so that will be the primary focus to start. If the project cannot be completed by March 31 due to migratory bird season, then we will reschedule later in the year to complete the project.

We are taking the Station 156 and Logistics construction project to the March 3rd Council meeting to obtain Council approval. We have secured all of the necessary funding, are finishing up plat and construction drawing approvals, and will begin construction hopefully sometime in March. We have also scheduled the official ground breaking for April 8th at 1600 hours on site. More info will follow on this event.

As per tradition, the Star turned off on January 25 at the conclusion of the National Western Stock Show. The Keepers of the Star made over 20 trips up and down the Rock this season to keep the Star fully lit and operational. We are looking at posting a sign at the base of the Star to provide the history as well as state "No Trespassing" since we have pictures of people climbing on the Star. Thanks to the Keepers for another successful season!

Fire Chief Commentary:

Due to continued dry weather conditions, we remain in Stage 1 Fire Restrictions along with Douglas County. There is no significant relief in sight in the long-range forecasts, and we will continue to closely monitor conditions for any changes.

Bob Norton, with Norton Development Group, conducted his first round of leadership development classes, and we were very happy with the outcomes. We have scheduled a makeup day in February for the new acting lieutenants and a few lieutenants who were not able to attend the previous sessions. Our next step will be a two-day foundational development class in February where we will revisit our vision, mission, and values and develop a common operating

picture/philosophy for the department. We are also working on position expectations for each position as well as looking at additional classes and training opportunities.

I attended the Douglas County Open House on the new Biochar facility that will be located in Sedalia. This facility will be able to process wildland mitigated materials into a reusable product. From Douglas County's website, "Biochar is a form of charcoal created by heating organic materials, like wood and plant waste, in a low-oxygen environment through a process called pyrolysis. It captures carbon before it can be released into the atmosphere, creating a carbon-rich product that improves soil health, filters contaminants like PFAS and even helps with odor control. Opening in 2026, the Douglas County Biochar and Waste Diversion Site will be the first county-operated biochar facility in the United States, putting Douglas County at the forefront of wildfire risk reduction innovation." For more information, visit

[Douglas County Biochar and Waste Diversion Site - Douglas County.](#)

Fire and Life Safety Division:
Division Chief Kevin Sullivan



Fire and Life Safety Division Summary:

Throughout January, the Fire and Life Safety Division engaged in focused interagency coordination and internal development efforts to strengthen investigative processes, operational readiness, and code compliance.

Division staff worked closely with Castle Rock Police Department patrol officers, dispatch, and Investigations personnel to clarify fire investigation notification thresholds, dispatch procedures, and response expectations. This coordination improved the accuracy and timeliness of dispatch notifications, reinforced unified command and scene management practices, and ensured appropriate investigative resources are requested and deployed when needed during fire incidents.

Significant progress was made on internal policy development, including the completion of rough drafts for multiple Standard Operating Guidelines (SOGs) and updated job descriptions. These documents are intended to improve role clarity, operational consistency, and alignment with current practices, and will continue through the review and approval process in coordination with command staff.

The division also collaborated with the Training Division to incorporate unmanned aerial vehicle (UAV) footage into emergency response planning and post-incident analysis. This initiative supports enhanced situational awareness, improved responder safety, and more effective documentation for investigations, training, and after-action reviews.

Additionally, staff worked with Development Services to evaluate wildland fire code needs, ensuring alignment with current risk profiles, community growth patterns, and best practices for wildfire mitigation. These efforts support CRFD's proactive approach to reducing wildland fire risk through effective code development and enforcement.

Community Outreach & Public Education:

During January 2026, CRFD delivered 12 public education and community events, totaling 11.5 hours of direct instruction and reaching 275 community members. Outreach included 175 children and 100 adults, reinforcing CRFD's ongoing commitment to risk reduction through education.

In addition to in-person engagement, 10,444 digital contacts were made via HOA email distributions throughout Castle Rock, significantly expanding CRFD's community safety messaging.

Public Education Highlights:

January's Community Risk Reduction messaging aligned with Community Risk Reduction Week (January 19–25) and emphasized Emergency Response preparedness, community cooperation, and data-driven prevention strategies. Messaging was reinforced through social media and in-person outreach to strengthen community resilience and reduce preventable emergencies.

Fire and Life Safety Educators (FLSEs) Duncan and Sanderlin successfully launched the Sound Off with the Home Fire Safety Patrol program at World Compass Academy and Sage Canyon Elementary. Over three days, the interactive program engaged 156 third-grade students across eight classes, focusing on smoke alarms, home fire safety, and family preparedness. The program is scheduled to continue at additional schools throughout the 2026 school year.

FLSE Sanderlin also delivered the Safer Senior Program at Oakwood Senior Apartments on January 7, 14, and 21, addressing emergency preparedness, medical emergencies, and home fire safety for older adults. Participants reported strong engagement and increased awareness of risk-reduction behaviors.

Professional Development & Statewide Engagement:

On January 12, FLSE Sanderlin participated in the NFPA Emergency Response and Responder Safety (ERRS) Technical Committee meeting, contributing to proposed updates to NFPA 1030 and serving on two follow-up subcommittees focused on Community Risk Reduction.

On January 21, she represented CRFD as a statewide CRR Week panelist, highlighting successful programs such as the Bucket Brigade and the value of community partnerships.

FLSE Duncan assisted as an instructor for a Car Seat Technician Course, where seven new CRFD members successfully completed certification.

Car Seat Education:

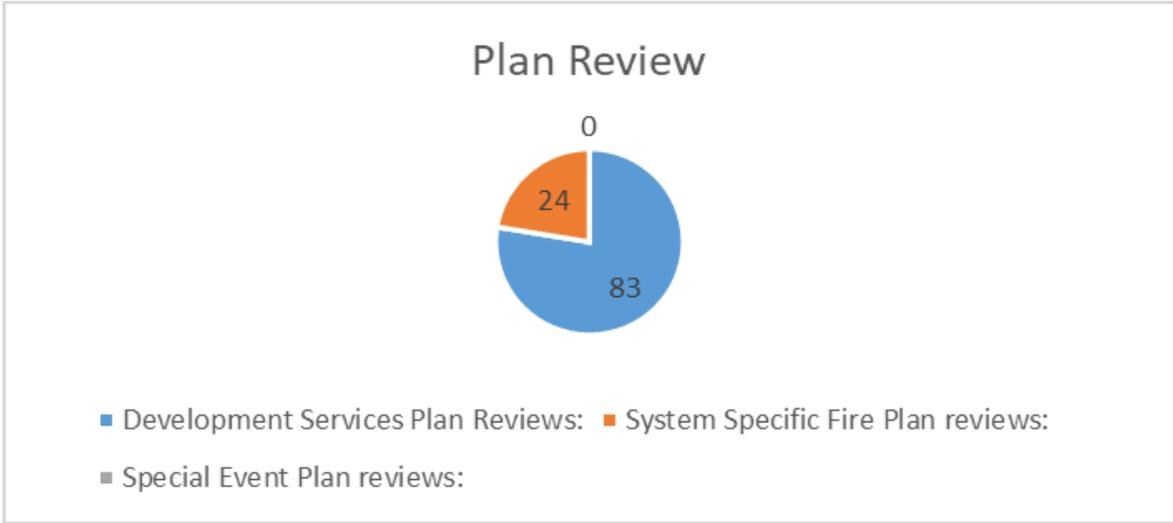
CRFD conducted 14 car seat checks in January, identifying and correcting 12 installation errors. Thirteen checks were completed by scheduled appointment, with one walk-in assisted by FLSE staff.

Training Activity:

During January 2026, Fire and Life Safety Division personnel completed a total of 16 documented training sessions, accounting for 30.5 training hours. Training activities included required annual refreshers, professional development courses, and role-specific instruction supporting fire prevention, investigations, community risk reduction, and operational readiness. These efforts ensure division members remain current with regulatory requirements, evolving best practices, and departmental standards while supporting CRFD's overall mission readiness.



Construction	41
Business	42
Mobile Food Vendors	0
Special Events	0
TOTAL	83



Development Services Plan Reviews:	83
System Specific Fire Plan reviews:	24
Special Event Plan reviews:	0
TOTAL	107

SQ FT Inspected: 2,414,355

FEES RECEIVED	
Plan Reviews	\$ 21,696.00
Inspections and re-inspections	\$ 1,250.00
Brycer	\$ 3,965.00
MFV	\$ 50.00
Special Events	\$ 0
Totals	\$ 26,961.00

Complaints: 1 Citations: 0 CWPP contact hours: 2
CORA Requests: 10 Fire Prevention Customer Inquiries: Ongoing
Fire / Investigation Responses: 8 Responses and follow-ups
Unmanned Aerial Vehicle Flights: 12 Development Services Meetings: 28
Stop Work Orders: 3 Fire Watch: 7 Permits Issued: 26 Permits Closed: 16



Fire and Life Safety Educator Sanderlin teaching the Safer Senior Program



Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: In January, members logged 5,250 hours of training, driven primarily by the Acting Lieutenant Academy and the Recruit Transition Academy, along with several department-wide initiatives that increased both certification output and hands-on training opportunities.

Recruit Transition Academy: The Training Division completed the Recruit Transition Academy for seven recruits, reinforcing foundational skills from the West Metro Fire Academy and applying them to Castle Rock Fire and Rescue Department equipment, tactics, and expectations. The academy concluded with a department-hosted presentation by retired FDNY Captain and national speaker Mike Dugan that was open to all members, and attended by three Denver-metro departments, and received great feedback.

Acting Lieutenant Academy: The Acting Lieutenant Academy wrapped up with wildland command training, completing the program for our newest acting lieutenants and delivering approximately 100 hours of instruction focused on operational readiness and company-level leadership.

CMCB Certifications: January was a high-output month for certification work through the Colorado Metropolitan Certification Board with state-written and practical testing administered. Congratulations to Jareth Morey and EJ Voit on Driver Operator Pumper and Aerial certifications, Matt Melton and Matt Osborn on Incident Safety Officer certification, and Cody Derington, Eliza Kormen, Aaron Crouse, Aaron Goudy, Jason Norris, and Paul O'Brien on Fire Officer I certification following completion of our Acting Lieutenant Academy.

Burn Cell Training: Crews began burn cell training this month, and while the cells did not hold up as well as expected, the training exceeded our expectations. The ability to manipulate and observe fire behavior in modern fuels and materials provided invaluable, unique training. The Training Division will continue working with the tower maintenance team to restore the burn cells so this opportunity can be expanded to additional crews.

Ice Rescue Training: Department-wide training is underway, with Ryan Hanley serving as the program subject matter expert. This is a priority due to 15 new members who need practical ice time to complete their Ice Rescue Technician certification. The weather has limited some opportunities, but the shifts have remained flexible, and the program is on track to be completed this season.

Shift Training Officers: STOs continued to facilitate consistent, high-quality training at the shift level, supporting hundreds of hours of training, as well as certification progress and upkeep. Key focus areas included rescue group supervisor trainings, low-visibility forcible entry scenarios, Get Out Alive drills, ice rescue support, and hands-on assistance with recruit transition training.

Other Division Happenings:

- Continued development and planning for the Acting Engineer Academy.
- Added two new RQI manikin devices to support ongoing CPR skills maintenance and certification compliance.
- Began coordination with West Metro for the Fall 2026 academy cycle.
- Initiated discussions with Greg Cassell regarding potential delivery of his hospital area command presentation in Castle Rock.

Department Ice Rescue Training



Burn Cell Training



Transition Academy Wildland in the Winter



Logistics Division:

Division Chief Jeff Wenzel



Division Commentary and happenings:

The month began with my official start date on January 5th. Since then, I have been fortunate to meet most members of the department, making it a priority to visit all stations across all three shifts. These visits provided valuable opportunities to introduce myself, observe operations, and begin building relationships across the department. Thank you all for the warm welcome!

One-on-one meetings have been conducted with Logistics staff, expectations for each team member and for the division as a whole have been communicated. These discussions also allowed for open feedback and set the stage for collaborative improvement moving forward. During the meetings, we identified specific areas for workflow improvement. Plans are being developed to address these needs and enhance overall efficiency.

Significant progress was made in the upfitting of our fleet, with both new medic units completed this month. State inspection for both units have been scheduled for February 5th. The apparatus bay was organized, and efforts were made to clean out accumulated trash and scrap, creating a more functional and safer workspace. EVT Walter will be transitioning to light-duty in February and will be championing a comprehensive catalog of departmental tools and parts.

Relationship building with local vendors was a key focus this month, resulting in the establishment of key contacts and the scheduling of upcoming work to support our division's needs. Scheduling has begun with Bearcom to complete radio installs for our fleet. New badges have been ordered for all CRFD members as we conclude the 130th anniversary badges.

PPE cleaning and inspection have been scheduled for February. All sets, including reserve and second sets, will be inspected to meet the new NFPA 1580 standard, previously 1581. Moreover, the Logistics Division is continuing to identify ways to streamline uniform ordering, delivery, and specs to meet the needs of our personnel.

Additionally, Senior EVT Jennings represented Logistics alongside other CRFD members on a trip to Pierce for the inspection of the new Engine 156, which is scheduled for delivery in the coming weeks. Front Range Apparatus sales will help us expedite getting Engine 156 into service by starting the upfit once it arrives from Pierce. The Fouts reserve engine is nearing completion with a short list of items remaining.

Upcoming actionable items for Logistics:

1. Two week on-call rotation for EVT's.
2. Upfitting for Fouts, new CPO, new BC, new Training and new EMS/Special ops units.
3. Logistics Tech new unit in service.

4. EVT new unit in service.
5. Creation of yearly apparatus maintenance schedule.
6. Implementation of Wednesday EVT preventative maintenance.
7. Begin identify equipment to outfit reserve engine and medic, to expedite change overs.
8. Conduct walk-through with Facilities for capital equipment replacements.
9. Complete new CPO spec.

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

As we're well on our way into 2026, a notable change for CRFD's Accreditation is moving into the 11th edition from the 10th of the FESSAM (Fire and Emergency Services Self-Assessment Model).

The FESSAM is a guide used by fire and emergency agencies internationally to navigate the accreditation process with a focus on performance measurement, self-assessment, and quality improvement.

Some of the distinguished changes from the 10th to the 11th edition of the FESSAM for CRFD include:

- Minimization of redundancies and increased clarity of accreditation criteria.
- Additional criterion and core competencies specifically targeted at agencies who perform EMS patient transportation services.
- Expanded focus on areas impacting firefighters' mental health and wellness
- New and expanded performance indicators addressing labor-management interaction.
- Recommendations for departments to have an ethical AI use policy, language diversity in community materials, current codes, pre-incident response plans, and expanded PPE policies.

CRFD is among the agencies who will appear before CFAI (Commission on Fire Accreditation International) starting Spring of 2027 who will receive reaccreditation under the 11th edition FESSAM.

A Glance at 2025:

Data from 2025 is being collected and analyzed throughout the first quarter of 2026. This data will be reconciled and prepared for the Annual Compliance Report and Standards of Cover essential to continuous improvement and ongoing accreditation.

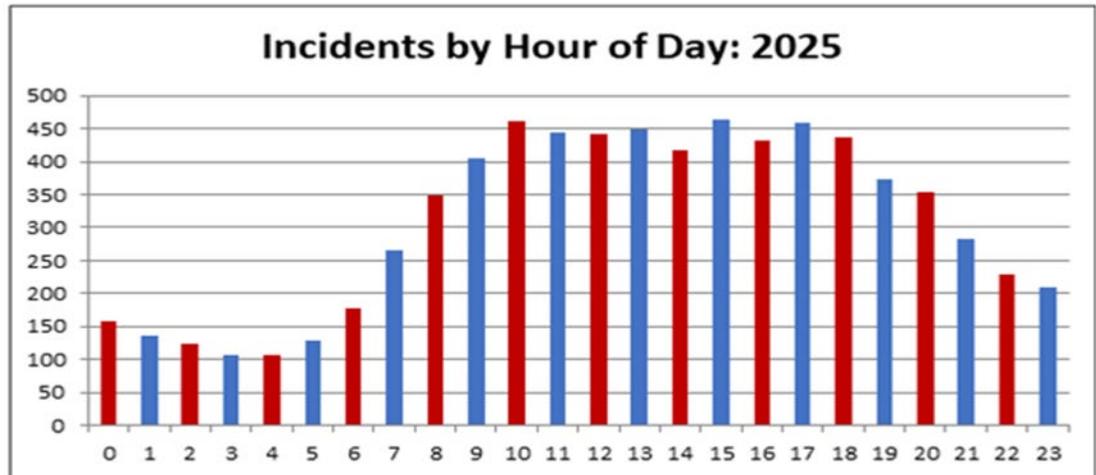
On the following page is some of the data collected revealing the shift that responded to the most incidents in 2025, the busiest day of the week, and the busiest hour out of the day.

Additionally, below is the link to CRFD ImageTrend monthly data.

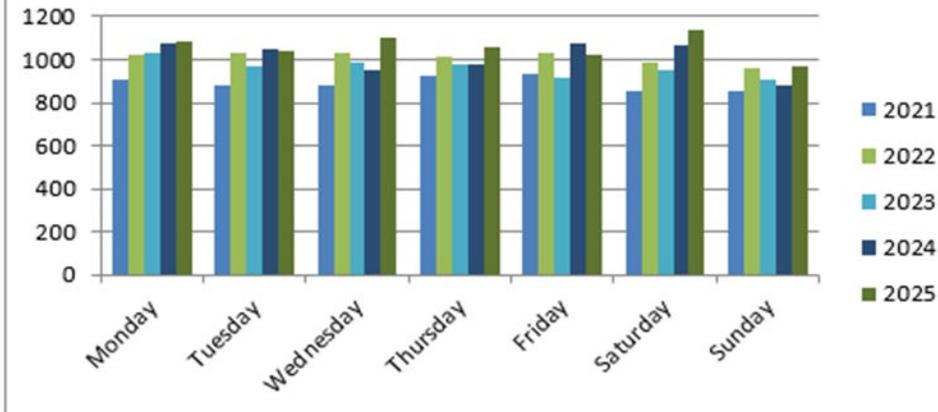
👉 Follow the link below to view the full January 2026 statistics: [ImageTrend monthly data](#)

Top 5 Hours for Calls for Service:

- 1) 3pm – 464
- 2) 10am – 460
- 3) 5pm – 458
- 4) 1pm – 448
- 5) 11am – 443



**Incidents by Day of Week
2021 - 2025**



Top 3 Busiest Days:

- 1) Saturday – 1133
- 2) Wednesday – 1098
- 3) Monday – 1081

2025 Total Response to Incidents by Shift:

- 1) A Shift – 2, 543
- 2) B Shift – 2, 501
- 3) C Shift – 2, 358

