

- Community Focus Groups: Host small, facilitated discussions with residents, HOA groups, and local businesses to gain deeper insight into expectations, concerns, and perceptions of service delivery.
- Public Meetings and Open Houses: Engage directly with the community through town halls, station open houses, and community events to encourage open dialogue and real-time feedback.

Your direct experience with the neighborhoods, businesses, schools, and community groups within your response areas is invaluable to this process. The relationships you build through firehouse interactions, outreach efforts, and engagement in commercial development and inspections provide critical insight into the needs and expectations of those we serve. This perspective plays an essential role in shaping how we gather meaningful community input and ensures our approach reflects real-world interactions and service delivery.

Please don't hesitate to reach out and share your insights and ideas. While my door may often be closed, it's always unlocked—open for conversation, collaboration, and the exchange of ideas. I welcome the opportunity to connect, hear your perspectives, and continue strengthening how we serve together.

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



In April, CPSE emphasized expanded learning opportunities and professional development resources, supporting agencies in strengthening performance, accreditation readiness, and organizational effectiveness.

Through the CPSE Center for Innovation, ongoing research and national discussions continue to explore emerging challenges in the fire service, including increasing service demands, behavioral health response, and the need for adaptive, forward-thinking strategies.

Additionally, recent CPSE research, including a Strategic Plan on Community Needs and Co-Responder Programs, highlights the importance of understanding community expectations, leveraging partnerships, and using data to inform service delivery; key components of both accreditation and continuous improvement efforts.

These efforts reinforce CPSE's core message: accreditation is not a one-time achievement, but an ongoing commitment to evaluating performance, engaging stakeholders, and continuously improving how we serve our community.

Strategic Planning:

We have initiated development of our next Strategic Plan, with a dedicated group of members already selected to participate in the full planning process beginning in early May. This team represents all ranks and divisions, bringing a wide range of experience, insight, and perspective to the table. Their involvement ensures the plan reflects the voices of our entire organization while reinforcing our commitment to continuous improvement. Aligned with CPSE accreditation standards, this work strengthens our ability to evaluate performance, adapt to emerging needs, and proactively shape the future of our service delivery to the community.

Our strategic plan must be community driven, reflecting not only the needs and expectations of those we serve, but also the insight and engagement of our CRFD personnel. While community input is essential, meaningful involvement from across the organization is equally critical to building a plan that is both relevant and actionable. Central to this process is understanding and continuously evaluating the alignment between community expectations and the services we deliver. This alignment is a cornerstone of CPSE accreditation and reinforces our commitment to continuous improvement, ensuring we remain responsive, accountable, and forward-focused in our service to the community.

We encourage all members to actively contribute their ideas, experiences, and insights; particularly around how we can strengthen engagement with our community and key stakeholders. Your perspective is essential in helping us identify opportunities, enhance collaboration, and ensure our approach reflects the needs of those we serve.

Examples of Obtaining Community Perspective:

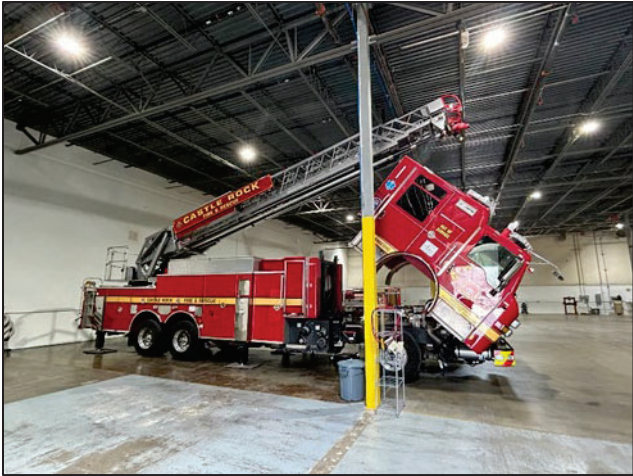
- Community Surveys: Distribute annual or post-incident surveys to residents and patients to gather feedback on response times, professionalism, communication, and overall satisfaction with fire and EMS services.



Pump testing with the Draft Commander



Pump testing Brush 155



Preventative maintenance on Quint 155



Ready to move some dirt at Station 156

Logistics Division:

Division Chief Jeff Wenzel



Division Commentary and happenings:

The Logistics Division remained actively engaged throughout the month of April, supporting operational readiness, fleet reliability, and long-term infrastructure development across the department. Several significant milestones were achieved, alongside continued maintenance and compliance efforts that ensure the division remains aligned with both internal standards and regional regulatory requirements.

A major highlight for the month was the groundbreaking ceremony for both Station 156 and the new Logistics Facility. This event marked an important step forward in expanding the department's operational footprint and enhancing support capabilities for frontline personnel. The new station will improve service coverage in a growing area of the community, while the logistics facility will centralize fleet maintenance, equipment storage, and supply distribution. These developments are expected to significantly increase efficiency, reduce response support times, and provide long-term sustainability for departmental operations.

In alignment with ongoing communications upgrades, new Motorola radios were successfully installed across the remaining fleet apparatus. This completes a multi-phase initiative to modernize the department's communication systems, ensuring improved reliability, interoperability, and clarity during emergency responses. The upgraded radios provide enhanced features that support both day-to-day operations and large-scale incident coordination.

Professional development and regulatory compliance were also a focus this month. All four members of the Logistics Division attended an Emissions Compliance Class hosted by the Denver Department of Public Health and Environment, Air Pollution Division. This training provided updated guidance on emissions standards, inspection requirements, and best practices for maintaining compliance across diesel-powered emergency apparatus. Participation in this course ensures that fleet operations continue to meet or exceed state and local regulations.

Fleet operations saw both additions and temporary reductions in service during April. The Fouts Reserve Engine was placed into active service and began responding to calls out of Station 154, helping to maintain operational coverage amid frontline apparatus downtime. This transition was completed smoothly, with minimal disruption to response capabilities.

At the same time, several frontline units required significant maintenance. Quint 155 was taken out of service due to an extensive list of repair items identified during routine inspections and operational use. Similarly, Engine 154 was also removed from service to address multiple mechanical and maintenance concerns. Both apparatuses are currently undergoing necessary repairs and evaluations to ensure they return to service in safe and fully operational condition.

Looking ahead, efforts will remain focused on completing apparatus repairs, supporting construction progress for Station 156 and the logistics facility, and continuing to enhance fleet reliability and operational readiness.

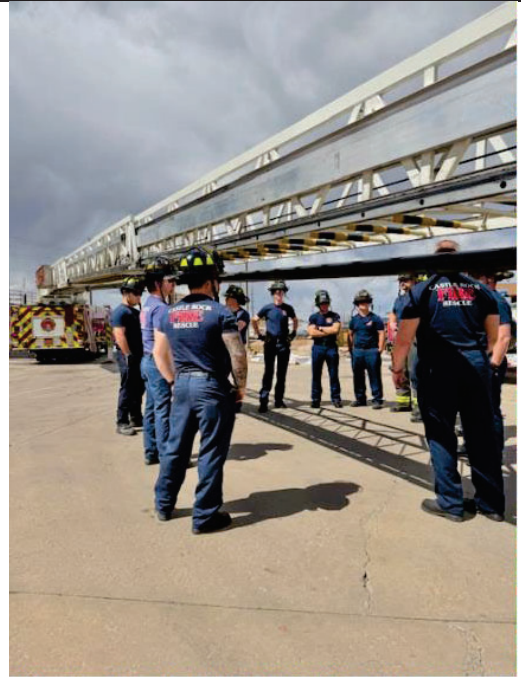
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- Initiated conversations with Douglas County OEM to explore training initiative opportunities.
- Began development of a Safety and Training Bulletin focused on master stream usage.



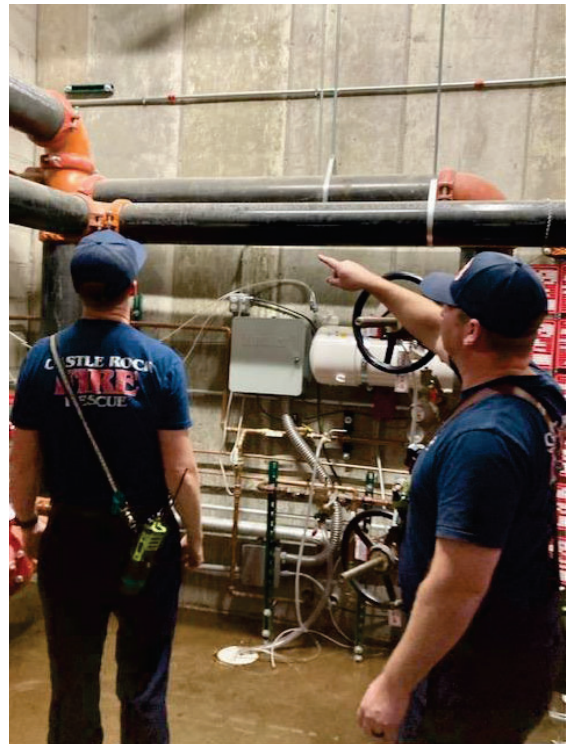
Acting Engineer Academy



Acting Engineer Academy



Acting Lieutenant Capstone Drill



The View Walkthrough

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Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: Members completed 2,670 hours of training in April. It was a heavy administrative month for the Training Division, but the department still completed several high-value, district-relevant training initiatives while advancing major work in hiring, budget development, and promotional process planning.

Building Construction Walk-Through (The View): The department completed a walk-through at The View, a six-story mixed-occupancy building with first-floor commercial space and residential occupancies above. This supported the district and building construction familiarization and the discussion of operational considerations for a new construction profile in Castle Rock.

2026 Hiring Process: The Training Division completed the 2026 hiring interview process and is moving five candidates forward in the screening phase. Current planning is to select three of those candidates to attend the West Metro Academy beginning in August.

Budget and Training Tower Repairs: April included significant work on budget amendments and 2027 budget development. Most research and request development were completed this month. Thank you to Chief Croom for his assistance in securing a budget amendment to fund the much-needed concrete repairs to the training tower.

Acting Engineer Academy and CMCB Testing: The lead engineer group completed the Acting Engineer Academy, with seven members graduating from the class. Work is now underway on task book progression and preparation for CMCB Driver Operator Pumper and Aerial testing, with the practical evaluation scheduled for May. Both the lead engineer team and the students put a lot into the academy, and it showed throughout the Academy.

Engine Promotional Process: The lead engineer group continued working with the Training Division and CPS on developing CPS's first Engineer promotional process. This has required substantial coordination and planning, and work remains on track for a successful process in June.

Shift Training Officers: STOs delivered hundreds of hours of training across multiple operational topics, expanded the building walk-through program, supported acting lieutenant development, and assisted with the Esmerelda Fire AAR.

Burn Cell Training: Red flag conditions limited training opportunities in April. The Training Division remains committed to rotating crews through the training and appreciates the tower maintenance team's efforts to keep the burn cells operational.

Other Division Happenings:

- Members attended outside training and conferences focused on leadership and engine company operations, including IAFF Strive for Excellence, Engine Company Essentials, FDIC, and Echelon Front Muster.
- Continued development of the large area search training initiative in coordination with Sunset Stone and the STO group.

improving software capability, supporting residents after an emergency, and delivering prevention education across all ages. The month's work demonstrates continued progress toward a safer, more resilient Castle Rock community through code compliance, public education, and community-centered prevention.

Public Education Opportunities



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- Castle Rock Fire and Rescue Department is featured in the newest nationwide campaign from the American Pyrotechnics Association related to the Bucket Brigade program.
- FireInspection360 is scheduled to roll out in May. The platform is described by the vendor as a fire prevention system built by fire inspectors for fire inspectors, with permits, inspections, plan review, investigations, ITM reports, preplans, hydrant maintenance, fire watches, and public education events in one unified system.
- Blasting activity in the Oaks subdivision continued to be monitored to help ensure the safety of workers and surrounding community members.

Source note: FireInspection360 description summarized from the vendor's public product materials at fireinspection360.com.

Recognition and Professional Milestones

The Fire and Life Safety Division earned the 2026 Green Leaf Award for the Bucket Brigade program. The program reduced fires caused by improper disposal of personal fireworks by encouraging residents to soak used fireworks in water overnight before disposal. The award reflects the Division's ability to convert a simple prevention message into a measurable community risk reduction outcome.

2026 Green Leaf Award presentation recognizing the Bucket Brigade program.



Fire Prevention Officer Moore achieved Chief Building Official certification during April. This is a major professional achievement requiring broad technical knowledge, administrative judgment, code enforcement understanding, and the ability to manage complex life-safety decisions across multiple disciplines. The accomplishment strengthens the Division's internal capacity and reinforces confidence in the Town's development review and inspection programs.

Closing Summary

April reflected the Division operating on several fronts at once: keeping pace with development and inspection workloads, advancing code adoption, preparing for high-visibility community events,

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Public Education Highlights

- Coordinated car seat assistance for citizens involved in a fire in Founders, helping a parent safely transport children after the incident.
- Conducted 17 hours of Certified Child Passenger Safety Technician proxy sign-off training for 21 technicians within CRFD. Thank you to all technicians for recognizing the importance of child passenger safety and continuing to serve families with skill and care.
- Partnered with Castle Rock Police Department for a community helpers presentation to a homeschool group at Philip S. Miller Library on April 2.
- Delivered a safety presentation at Unity on Park on April 15 covering cooking safety and lithium-ion battery risks for residents and staff.
- Conducted public education events at Adventure Club Preschool on April 1 and Station 151 on April 17 and April 28.
- Provided safe cooking information and resources to residents at Reyn Rock on April 17.
- Co-taught a Fire and Life Safety Educator I certification course for DFPC through the Colorado Risk Reduction Network at West Metro Fire’s Training Center April 22-24, serving 22 participants.

Digital Engagement and PulsePoint

Digital fire prevention messaging reached an additional 15,104 contacts through the Castle Rock News Press and Castle Rock HOA Newsletter. Social media and PulsePoint metrics are reported one month in arrears; March 2026 reporting showed a Facebook post reach of 73,715, 693 post interactions, and 7,018 PulsePoint monthly active users.

Digital / Social Metric	Reported Value
Facebook posts for month	6
Total post reach	73,715
Post interactions	693
Shares	22
Likes and reactions	634
Page views	6,017
Followers gained	150
PulsePoint monthly active users	7,018
PulsePoint CPR-alert-enabled users	1,961

Code, Software, and Strategic Initiatives

- The 2024 Wildland-Urban Interface Code and local amendments have been completed and are scheduled for presentation and adoption to Town Council in early May.
- Staff provided three hours of WUI and home ignition presentations to HOAs in town, supporting community understanding of defensible space, home ignition zones, and wildfire risk reduction.
- Planning is ramping up for the Fourth of July fireworks show, currently expected to be located at Miller’s Landing. An upcoming Outlook article will explain the planning, coordination, inspection, site safety, and operational work required to make these public displays happen safely.

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Fees Received

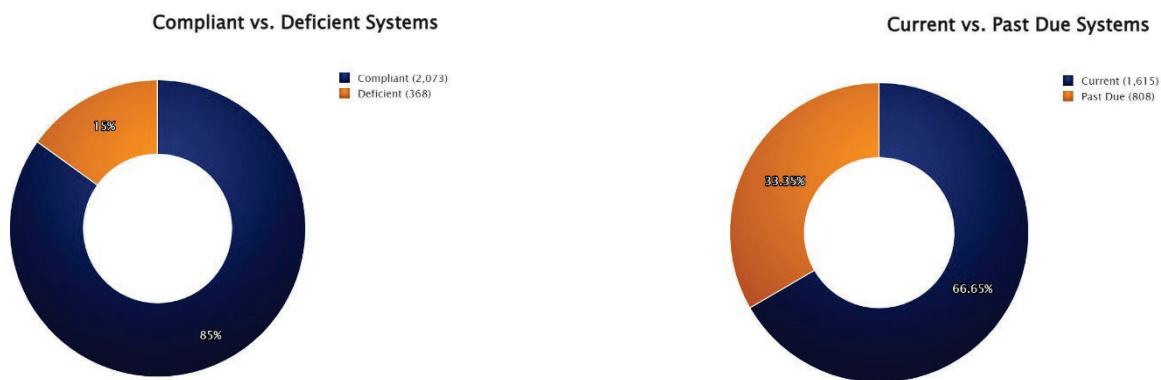
April fee collections totaled \$18,781.22 across re-inspection fees, plan review fees, Development Services plan review fees, and Brycer cost-share revenue. System plan review fees represented the largest category for the month.

Fee Category	Amount
Inspection and re-inspection fees	\$3,750.00
System plan review fees	\$9,048.97
Development Services plan review fees	\$2,987.25
Brycer cost-share/revenue	\$2,995.00
Total fees received	\$18,781.22

Fire Protection System Compliance

Brycer reporting continued to provide a useful view of fire protection system compliance. The attached dashboard showed 2,073 compliant systems and 368 deficient systems, meaning approximately 85% of tracked systems were compliant and 15% remained deficient. The current-versus-past-due dashboard showed 1,615 current systems and 808 past due systems, underscoring the importance of continued follow-up with contractors and responsible parties.

Brycer dashboard: current versus past due systems.



Fire and Life Safety Education Corner

April public education reached 188 in-person contacts through seven events totaling seven hours of education.

Public Education Metric	April 2026
In-person contacts	188
Child contacts	129
Adult contacts	59
Public education hours	7
Public education/community events	7
Digital contacts	15,104
Car seats checked	13
Certified Child Passenger Safety Technician proxy sign-off training	17 hours / 21 technicians
WUI and home ignition presentations to HOAs	3 hours

Fire and Life Safety Division:

Division Chief Kevin Sullivan

Fire and Life Safety Division Summary:

The Fire and Life Safety Division carried a broad April workload across plan review, permitting, construction and business inspections, public education, fire watch enforcement, code development, and community risk reduction. The month included active support for families after a residential fire, preparation for the summer fireworks season, completion of the 2024 Wildland-Urban Interface Code and amendments for Council presentation and adoption, and continued compliance work tied to blasting activity, fire protection systems, and special events.

At-a-Glance Dashboard

Metric	April 2026
Total fees received	\$18,781.22
Development Services plan reviews	76
System plan reviews	26
Construction inspections	87
Business inspections	73
Permits issued / closed	32 / 32
Responses and follow-ups	10
Stop work orders	2
Properties on fire watch	4
In-person public education contacts	188
Digital contacts	15,104

Operational Workload

The Division continued to balance development-driven workloads with ongoing enforcement, inspection, and public safety needs. Permits remained even for the month with 32 permits issued and 32 permits closed. Inspection activity included 87 construction inspections and 73 business inspections, while plan review activity included 76 Development Services plan reviews and 26 system plan reviews.

Workload Category	April Count
Development Services plan reviews	76
System plan reviews	26
Special event inspections	2
Permits issued	32
Permits closed	32
Inspection Category	April Count
Construction inspections	87
Business inspections	73
Special event inspections	2
Total listed inspections	162
Enforcement / Response Category	April Count
Responses and follow-ups	10
Stop work orders issued	2
Properties placed on fire watch	4

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Finally, we submitted a formal request to the Town Manager seeking permission to restructure the department and add two leadership positions. The request includes:

- Creation of a Deputy Chief of Administration position
- Reclassification of the Assistant Chief/Assistant Fire Marshal (AFM) of Fire and Life Safety to Deputy Chief of Community Risk Reduction while keeping the Division Chief/Fire Marshal
- Restructure the existing organization

This recommendation to restructure is based on findings from the recent organizational assessment conducted by the Norton Development Group (NDG), as well as sustained operational and administrative demands on the department.

The anticipated initial cost is approximately \$415,000.00 to create and equip the new position and reclassify the existing Assistant Chief.

Implementation of these changes should:

- Improve overall communication flow
- Improve lines of accountability
- Improve decision making

Mr. Corliss was receptive to our early conversations, and asked for the formal request. More info will be provided when available.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

The official groundbreaking for Station 156 and Logistics Center occurred on April 8. The Mayor, Mayor Pro Tem, and I all provided brief comments prior to the ceremonial turning of dirt. Dirt work has now started, and we have to remove approx. 70,000 cubic yards from the site. We initially anticipated having to haul this some distance, but as it turned out, a couple of our neighbors on Pleasant View Drive have said they want as much dirt as we can give them. This should help reduce costs and travel time, but we still expect the dirt removal to take most of the summer. We also now have our recorded address of 3203 Castle Oaks Drive. If you stop by the site, you must wear appropriate PPE, and please check in with the superintendent at the construction trailer. Per the construction schedule, we have a targeted completion date of September 2027. The picture includes members of the Public Safety Commission and Mayor Pro Tem Cavey.



Each Division completed their budget cases and requests, and the entire 2027 budget packet, totaling approx. \$3.3 million in additional requests (not including capital), was submitted in early April. Since then, we have been working with Finance to answer questions, refine our requests, and prepare for our budget meeting in early May.

We held a badge ceremony on April 16 for numerous members who have been hired or promoted. Congratulations to all!

Fire Chief Commentary:

We are still in Stage 1 Fire Restrictions along with Douglas County. While we are receiving some precipitation at the end of April, there is no significant relief in sight in the long-range forecasts. As such, we will continue to closely monitor conditions for any changes. These conditions are prevalent across Colorado resulting in Brush 154 being deployed to southern Colorado for a wildland fire, then moving to Lake George to perform severity patrol. This is done when fire danger is elevated and the forest service doesn't have any resources available for a particular area. Brush 154 returned on April 29 after a two-week deployment.

Due to these weather conditions, we have had several requests to assess town owned property for wildfire mitigation. These areas are compared against the risk map in the Community Wildfire Protection Plan (CWPP), and then a determination is made on what, if any, mitigation should occur. Risk areas that are Very High are being addressed first, and will be followed by High and then Moderate over a multi-year program.

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House fire in Founders neighborhood



House fire in Founders neighborhood



House fire in Founders neighborhood



Semi-truck crash in Founders

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We are currently working on the following projects:

- Station 156 design and build
- SOG/Admin Directive updates
- Specialty station staffing plan
- Updating our bunker gear spec
- Engine/tower specifications
- Position expectation program

We also:

- Participated in a R&D team meeting
- Attended the FDIC 9/11 Memorial Stair Climb and conference
- Conducted a ride-along with A-Shift
- Participated as a panel member on a AI webinar for FireRescue1
- Started working on this year's medical physical plan
- Met with DougCo OEM on wildfire response

Customer Service:

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

April 2026...100%

Of the 28 customer survey cards we received in April, 27 had an overall rating of 5. One had an overall rating of 4. Some of the comments we received were: *"We were extremely pleased with the service & care received on 2/14. The 2 crews arrived within minutes of placing my call to 9-11. They were very caring, and brought me peace of mind at a very stressful time. Thank you Castle Rock EMTs!"* Another read; *"They were good listeners, asked appropriate questions and checked me in at the Trauma Center appropriately."*

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 April, we responded to 656 calls for service. For the year, we have now responded to 2,410 calls, which is 99 more than at the same point in 2025. We averaged 22 calls per day for the month.

Of the 656 calls this month, 14 were fire-related, 27 were considered hazardous in nature, 131 were public service (including alarms and citizen assists), 392 were EMS calls (including motor vehicle crashes), and the remaining were miscellaneous. In April, we transported 296 patients to area hospitals, with 231 transported to Castle Rock, 57 to Sky Ridge, and 8 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta151 with 413 responses	E154 with 229 calls	M154 with 179 calls

Significant Incidents:

In April, CRFD responded to 8 cardiac arrests and a residential structure fire in the Founders neighborhood.



Operations Division:

Deputy Chief Oren Bersagel-Briese

Deputy Chief Commentary:

At a residential structure fire involving two houses, Incident Command ordered a tactical withdrawal of one of the houses, completed a reset of the fire, and then reengaged the interior operations. This is the second time in as many months that this strategy has been used, and highlights the collaborative effort of all on-scene units to utilize the right risk profile in the right ways. In both instances, good information from the individual companies, safety officers, and other command officers allowed us the opportunity to balance our aggressive operations with the appropriate tactics at any given time.

EMS: The paramedic selection process has been completed with Nick Adams and Jake Anderson scheduled to attend ACC beginning in August. We are also planning to send Grady Mandl and Jared Sowa to PM school with a January start date. Evan Mathias and Carter Brown continue to progress through paramedic school and are beginning their 500-hour internships in mid-May, with an anticipated return to duty in July. The BLS Attending Program continues to gain traction, with additional members cleared and several more in process, reinforcing consistency in crew function and shared operational responsibilities within medic units. The Handtevy project is currently in review with the working group, while recent EMS training was completed on trauma care, IV Tylenol, and Cardizem. We continue to work closely with Dr. McDaniel on system-level priorities, including coordination with AdventHealth Castle Rock leadership on medical office building responses, evaluation of treatment modalities and agency guidelines, and development of stimulus kits to better support patients and families with autism.

Special Operations: The program has fully transitioned to the two-tiered leadership model of discipline-specific leads and coordinators, with budget responsibility now aligned at the coordinator level. Lt. Robberson (Technical Rescue), Capt. Peery (Heavy Extrication), Capt. Moore (Wildland), and Lt. Travis (Hazmat) continue to provide coordination across disciplines, specialty station operations, and regional partnerships. The Tech Rescue Academy is underway and receiving positive feedback from instructors, while members continue to attend Elevated Safety and Rigging for Rescue courses to build additional technical capability. Hazmat efforts remain focused on aligning training with CRFD's response profile, while maintaining coordination with regional and state partners. The Wildland program continues engagement with metro-area Emergency Managers on WICC coordination, alongside ongoing internal program evaluation. Extrication efforts progressed through equipment audits and continued development of response plans, though current budget constraints will delay full outfitting of COL155 until future cycles. Ryan Hanley completed an initial evaluation of water/ice equipment consolidated from the old water unit, with broader response and deployment considerations being carried forward into command-level discussions.

Pipes and Drums: The band participated in the department's badge ceremony on April 16.

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Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

April 2026 Monthly Report

Department News: Photos from the Station 156 groundbreaking.



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