

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

March 2026 Monthly Report

Department News: Investigating the cause and origin of fires.



Vision - Rock Solid. Relentless Service
Value - Unity, Passion, Accountability, Respect

Operations Division:

Deputy Chief Oren Bersagel-Briese

Deputy Chief Commentary:

March included a coordinated update to several Administrative Directives that directly impact staffing, assignments, and member stipends across the organization. These changes reinforce a more structured and operationally driven approach to shift bids, certain overtime opportunities, specialty station staffing, and stipends, while also introducing a process for voluntary demotions or pay grade reductions. These also contribute to the shifting EMS cultural landscape and the next steps in the formal implementation of specialty stations. Collectively, the updates align policy with the direction we have been moving over the past year and are representative of a great deal of collaborative work from many people.

EMS: The BLS Attending Program is underway, with several members now cleared, including Matthias, Adams, Capper, Tafoya, Mandl, Rucker, and Anderson, and additional members progressing through the process. This continues to build consistency in how crews operate, and with the clarification that the paramedic role is not a promoted position, patient care responsibility remains with the paramedic while both crew members share operational responsibilities once cleared. The Handtevy contract has been finalized, and Murphy, Dickson, and Petau have begun Train-the-Trainer efforts ahead of full implementation, with EMS training concluding in early April and including the addition of Cardizem for select cardiac presentations. We also continue to work with Dr. McDaniel on operational priorities, including responses to the Alexander/Briscoe/AH-CR medical office buildings, evaluating spinal immobilization practices, and developing stimulus kits to better support patients with autism. Finally, congratulations to Carlie Dickson for earning her Chief EMS Officer credential through CPSE!

Special Operations: The program has transitioned to a two-tiered leadership model consisting of discipline-specific Leads (Trench, Rope, Confined Space, Ice/Water, and Structural Collapse) and Coordinators who oversee cross-discipline coordination, specialty station operations, and regional partnerships. Lt Robberson has transitioned into the Technical Rescue Coordinator role, with Capt. Peery (Heavy Extrication), Capt. Moore (Wildland), and Lt. Travis (Hazmat) supporting their respective areas. Technical Rescue personnel continued attending advanced courses, including Rigging for Rescue and Elevated Safety, while preparations continue for the upcoming Tech Rescue Academy. Hazmat completed a comprehensive audit of HM153, identifying equipment gaps and aligning needs to budget asks, while maintaining engagement with regional partners and state-level coordination efforts. The Wildland program maintained coordination with metro-area Emergency Managers on WICC response, while also working through an internal program evaluation. Extrication efforts focused on apparatus audits (COLL155, E154, and E152), identifying equipment needs and submitting a targeted budget request, while continuing development of a formalized response plan.

Pipes and Drums: The band was busy this month with the St. Patrick's Day celebrations, including playing at 105 West and at the Denver parade as part of the Colorado Emerald Society. Members also played with the Emerald Society at the South Metro Firefighters Foundation's annual tapping of the Rock Bottom Brewery's Fire Chief Ale.

We are currently working on the following projects:

- Station 156 design
- SOG/Admin Directive updates
- Specialty station staffing plan
- Updating our bunker gear spec

We also:

- Participated in a Compliance Team meeting
- Held an Apparatus Team meeting
- Attended the NFFF 9/11 Memorial Stair Climb Coordinator's meeting
- Participated in station visits as part of the Vision/Values rollout
- Attended a county meeting on the Wildfire Resiliency Code implementation

Customer Service:

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

Of the 8 customer survey cards we received in March, all had an overall rating of 5. Some of the comments we received were: *"Everyone was fantastic! The EMT that rode in the back of the ambulance with me was comforting & calm & very professional."* Another read; *"Excellent care & team work. Calm & professional. Explained all the details of care & were exceptional communicators. Took great care in transport of my husband to ER."*

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 March, we responded to 601 calls for service. For the year, we have now responded to 1754 calls, which is 27 more than at the same point in 2025. We averaged 19 calls per day for the month.

Of the 601 calls this month, 12 were fire-related, 33 were considered hazardous in nature, 93 were public service (including alarms and citizen assists), 359 were EMS calls (including motor vehicle crashes), and the remaining were miscellaneous. In March, we transported 289 patients to area hospitals, with 230 transported to Castle Rock, 47 to Sky Ridge, and 12 to other facilities.

Busiest Fire Station	Busiest Engine/Quint	Busiest Medic Unit
Sta154 with 428 responses	E154 with 238 calls	M154 with 190 calls

Significant Incidents:

In March, CRFD responded to 10 cardiac arrests and a residential structure fire in the Cobblestone neighborhood.

House fire in the Cobblestone neighborhood



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

We met with our members from all stations and all divisions to present and discuss our new Vision Statement and our new Values. It was important that we conducted these meetings in person to explain how we arrived at the end product. With a formal rollout to occur in April, our new Vision Statement is ***Rock Solid. Relentless Service.*** and our new Values are ***Unity, Passion, Accountability, and Respect.*** We also defined what our Vision and Values mean so that everyone understands who we are, what we are, and where we are going.

The mitigation of about 23 acres of the forested portion of the Metzler Family Open Space along Crowfoot Valley Road was completed in March. CSFS had advised there was a significant amount of beetle kill and infestation, so that was the primary focus in addition to the wildfire mitigation.



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The Station 156 and Logistics Center construction contract was approved by Council on March 3. We have secured all of the necessary funding, finalized plat, PD amendment, and construction drawings, are working to obtain all of our necessary permits, and will begin construction hopefully sometime in April. The official ground breaking is scheduled for April 8 at 1600 hours on site.

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. This is the longest we have ever been in continuous restrictions as we implemented the current Stage 1 restrictions on December 15, 2025. We continued to see wildland fires this past month, and are working closely with our fire service partners and National Weather Service as well as Douglas County OEM to ensure an adequate response to any wildland fire starts.

Bob Norton, with Norton Development Group, continued his work with us for two days in March, with one day focusing on developing the basis to start a new strategic plan, and the second day focused on position expectations training. We will host a two-day strategic plan session in early May for our members, and plan to implement the position expectations as well.

Fire and Life Safety Division:

Division Chief Kevin Sullivan



Fire and Life Safety Division Summary:

In March 2026, Castle Rock Fire and Rescue's Fire and Life Safety Educators reached 312 people through four public education and community events, delivering 10.5 hours of education. Of those reached, 182 were children and 130 were adults. In addition, 10,444 digital contacts were made through HOA email distributions, significantly extending wildfire preparedness messaging throughout the community.

March outreach centered on wildfire preparedness, including public messaging focused on practical steps residents can take to reduce risk and protect homes and property. Staff also attended the Wildland-Urban Interface Conference in Reno and related best-practices training focused on wildfire mitigation, resilience, and community preparedness. CRFD continued tracking updated mobile food vendor permitting requirements and is developing strategies to support future education and implementation. The Town's adoption of the Colorado Wildfire Resiliency Code further strengthened local wildfire risk-reduction efforts through enhanced standards for defensible space and structure hardening.

Additional public education highlights included youth firesetter intervention training, school-based fire safety outreach during Meadow View Elementary's Read-A-Thon, support for BLS instructor certification, participation in the Battle of the Badges blood drive, and engagement with students at the DCSD Legacy Campus Career and Hiring Fair. CRFD also completed 15 car seat checks in March, correcting 9 installation errors and continuing to provide valuable child passenger safety education to the community.

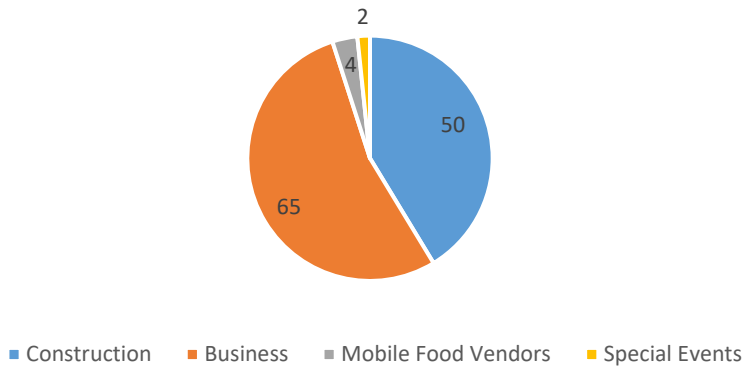
Digital engagement remained strong. During the February reporting cycle (one month in arrears), 1,875 PulsePoint users following CRFD had CPR alerts enabled, with 6,582 monthly active users overall. CRFD's Facebook content also continued to generate strong community reach and engagement, helping reinforce public safety messaging beyond in-person events.

These efforts supported a broader month of strong division activity, which included 121 inspections, 139 plan reviews, 1,603,517 square feet inspected, 26 permits issued, 16 permits closed, and ongoing response to customer inquiries, complaints, and fire/life safety follow-up activity. CRFD also completed its featured segment for the Bucket Brigade campaign, which will help promote fireworks safety education nationally.

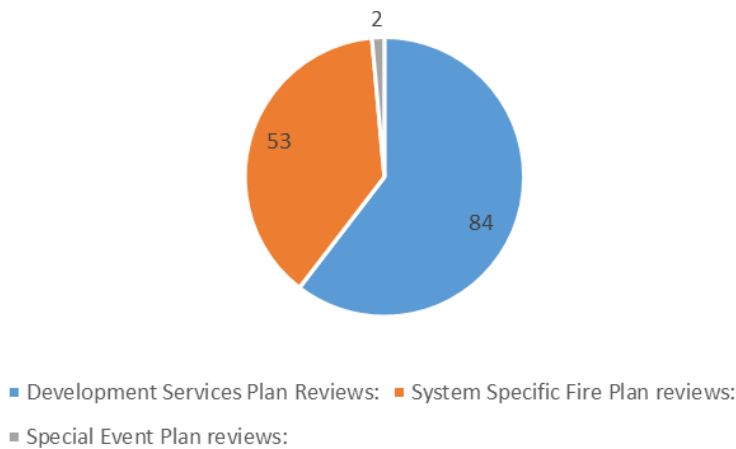
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Inspections



Plan Review



SQ FT Inspected: 1,603,517

Complaints: 8

Citations: 0 CWPP contact hours: 3

CORA Requests: 10

Fire Prevention Customer Inquiries: Ongoing

Fire / Investigation Responses: 5 Responses and follow-ups

Unmanned Aerial Vehicle Flights: 0

Development Services Meetings: 36

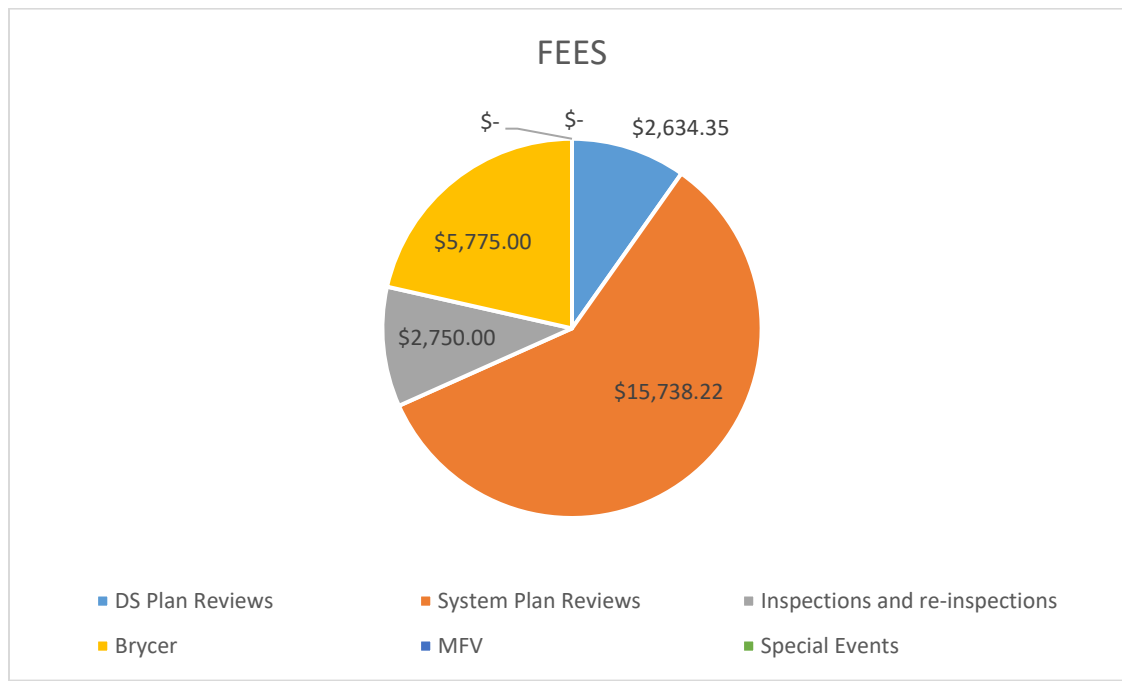
Stop Work Orders: 1

Fire Watch: 1

Permits Issued: 26

Permits Closed: 16

Fees brought in from the Division:



FEES RECEIVED	
DS Plan Reviews	\$ 2,634.35
System Plan Reviews	\$ 15,738.22
Inspections and re-inspections	\$ 2,750.00
Brycer	\$ 5,775.00
Totals	\$ 26,897.57

Public Educators Sanderlin and Duncan all set for a career fair



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Training Division:

Division Chief Jeff Hood



Division Commentary and Happenings: Members completed 2,696 hours of training in March. Priorities focused on sustained wildland readiness, improving core operational capabilities, and continuing realistic, district-relevant training through building walk-throughs and live fire work.

Department-Wide Wildland Training: Department-wide wildland training continued through March with members completing shelter deployments, gear inspections, and case study reviews to reinforce decision-making, readiness, and expectations during wildland incidents.

Large Area Search Improvement and Rollout: After reviewing our current large area search practices against industry direction and identifying opportunities to improve tactics, we piloted an updated tactic with select crews and received strong feedback. The Division secured a training area agreement with Sunset Stone to deliver department-wide large area search training in April.

Building Construction Walk-Throughs: Walk-throughs continued at 414 Wilcox, reinforcing construction recognition and operational considerations in legacy buildings. Planning is underway for a walk-through at The View, a six-story mixed-occupancy building (commercial on the first floor with residential above) that represents a new construction profile for the district.

Burn Cell Training: With support from the tower maintenance team, live burn cell training continued in March. These evolutions continue to provide high training value by allowing crews to observe and manage fire behavior in modern fuels and materials in a controlled setting.

Hospital Area Command: The Training Division secured a date with retired Clark County Fire Department Chief Greg Cassell to present on Hospital Area Command (HAC), a standardized approach developed in Southern Nevada to improve coordination between fire/EMS and hospitals during high-volume patient surge events.

Engineer Promotional Process and Acting Engineer Academy: Work continued with CPS on the development of the June Engineer promotional process. The Acting Engineer Academy was finalized and is scheduled to kick off in April.

2026 Hiring Process: The 2026 process continued in March, including final interview scheduling for eleven eligible candidates. Current planning includes one candidate already in line for hire, with an anticipated three additional hires from this interview group.

Shift Training Officers: STOs delivered another heavy month of shift training which included many topics such as VES, EV car fires, ventilation, rope rescue, confined space, and defensive operations. STOs also continued supporting acting lieutenant and new-hire rotations.

Other Division Happenings:

- Work continued on the development of an Acting Safety Officer class later this year.
- Continued oversight and completion tracking for the Traffic Incident Management (TIM) Responder Training assignment.
- Continued support to the Administrative Division during the administrative assistant hiring process.
- Coordinated with Logistics and R&D to finalize planning for an extrication tool demo day.

EV fire drill



Large area search training



Burn cell training



Logistics Division:
Division Chief Jeff Wenzel



Division Commentary and happenings:

March was a productive month for the Logistics Division, highlighted by fleet enhancements, equipment readiness, infrastructure evaluations, and professional development.

The Logistics team successfully completed the upfit of the Fouts engine, and it has now been placed into the reserve rotation, strengthening fleet readiness and operational continuity. Additionally, snow chains at all stations were inspected and inventoried, ensuring preparedness for adverse weather conditions. As a reminder, chains can be stored in the orange Home Depot buckets or bags they were delivered in.

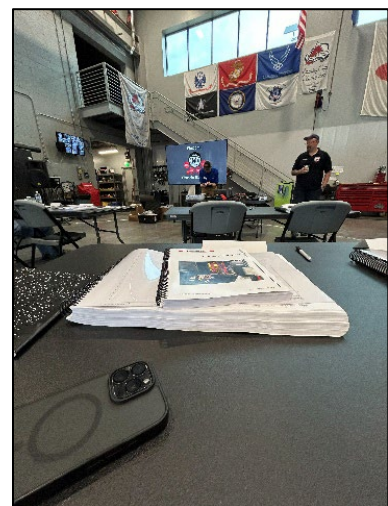
Engine 156 has completed its radio installations and is currently awaiting the installation of new equipment prior to being placed into service. This milestone brings the apparatus one step closer to full operational readiness.

Representatives from Nederman Exhaust Systems accompanied the Logistics Division for an in-depth assessment of station exhaust removal systems. Their evaluation will support the acquisition of appropriate hoses and the retrofitting of new transmitters, ensuring compliance safety, and improved system performance across our facilities.



Senior EVT Ben Jennings was recognized for his work assisting the crew of Engine 152 during an early morning tire blow out.

Professional development remained a priority this month. EVT Max Walter attended the Pierce Electrical Class at South Adams Fire Rescue. This training will enhance our ability to diagnose and repair complex electrical systems within the fleet, including specialized equipment such as the Command Zone unit.



In preparation for future operational needs, the Logistics Division acquired several used tire balancers from Town Fleet. These units will support the potential expansion of in-house tire balancing services once the Logistics Center becomes operational, improving efficiency and reducing service turnaround time.



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



As CRFD moves into April and May, strategic planning takes center stage, serving as both the roadmap and compass that guide our service, strengthen our readiness, and turns our shared vision into action on the front lines. At its core, strategic planning defines our direction and aligns our resources to turn long-term goals into real, measurable results. It requires us to set clear priorities, identify key initiatives, and outline the steps needed to achieve them. Simply put, it helps us determine where we want to go, how we will get there, and how we will measure success, ensuring we are prepared, focused, and ready to serve our community at the highest level.

Just as importantly, strategic planning supports our people. It creates clarity around expectations, opens pathways for professional growth, and helps each member of CRFD clearly see how their role contributes to our collective success guided by our mission and values.

Strategic Planning:

The Center for Public Safety Excellence (CPSE) has a clear and widely adopted stance on strategic planning, particularly within the fire and emergency services profession. Their approach goes beyond support; it positions strategic planning as essential to organizational excellence, accreditation, and continuous improvement.

CPSE, through the CFAI model, requires a community-driven strategic plan as a core component of accreditation. It serves as a central pillar for demonstrating effectiveness and accountability and connects directly to:

- Community risk assessment
- Standards of cover
- Organizational self-assessment
- Defining mission, goals, and measurable objectives
- Identifying resource and funding needs

Our strategic plan must also be community driven. While input from the community is vital, it equally relies on engagement from all CRFD personnel. A key element of this process is understanding the alignment between what our community expects and what our department delivers.

CPSE reinforces that strategic planning goes beyond an accreditation requirement; it is a commitment to excellence. It challenges us to look beyond today's demands and intentionally shape the future of our organization with input from those we serve and those who serve alongside us. Through a thoughtful, community-driven process, strategic planning connects our mission to measurable action, ensuring we remain accountable, adaptable, and forward-focused. It is not a document that sits on a shelf, but a living guide that drives continuous improvement, strengthens our service, and empowers every member to contribute to something greater than themselves.

The renewal of our strategic plan is an opportunity for every member of CRFD, regardless of rank or assignment, to have a voice in shaping the future of our organization. Your experience, insight, and perspective are critical to ensuring this plan reflects who we are, what we do, and where we are

going. This is more than a process. It is our chance to strengthen our service, support one another's growth, and build a clear, unified path forward.

Together, we will create a plan that not only guides our direction but reflects who we are: **Rock Solid. Relentless Service.**

March Station Reliability and Calls for Service:

