



Public Safety Commission Agenda

Chairperson Nate Marsh
Vice-Chair Clark Hammelman
Debra Beck
Don MacBrayne
Richard Morton
Andy Powell
Carl Smith
Steve Thayer
Laurie Van Court

Thursday, December 7, 2023

3:00 PM

Castle Rock Fire Station 151
300 Perry St., Castle Rock, CO 80104

This meeting is open to the public. Please note that all times indicated on the agenda are approximate and interested parties are encouraged to be present earlier than the posted time.

3:00 P.M. Call to Order and Attendance

Approval of Meeting Minutes

[PS 2023-034](#) Public Safety Commission meeting minutes - November 2, 2023

Attachments: [PSC November 02, 2023 Minutes](#)

Fire Department Report

[PS 2023-035](#) CRFD October Report

Attachments: [CRFD October Report](#)

Police Department Report

[PS 2023-036](#) CRPD October Report

Attachments: [CRPD October Report](#)

New Business

Old Business

Commissioner Comments and Questions

Adjourn



Town of Castle Rock

Agenda Memorandum

Agenda Date: 12/7/2023

Item #: **File #:** PS 2023-034



Public Safety Commission Meeting Minutes

Chairperson Nate Marsh
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Thursday, November 2, 2023

3:00 PM

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This meeting is open to the public. Please note that all times indicated on the agenda are approximate and interested parties are encouraged to be present earlier than the posted time.

Call to Order and Attendance

Vice-Chairperson Hammelman called the meeting to order at 3:01 p.m.

Present 7 - Chairperson Nate Marsh, Vice Chair Clark Hammelman, Don MacBrayne, Carl Smith, Steve Thayer, Debra Beck, and Laurie Van Court

Not Present 2 - Andy Powell, and Richard Morton

Attendance 3 - Norris Croom, Sam Varela, and Deborah Stanley

Approval of Meeting Minutes

[PS 2023-033](#) Public Safety Commission meeting minutes - October 5, 2023

Attachments: [PSC October 05, 2023 minutes](#)

Mr. Thayer moved to approve the October 5, 2023 minutes. Ms. Van Court seconded the motion; the motion carried.

Yes: 7 - Chairperson Marsh, Vice Chair Hammelman, MacBrayne, Smith, Thayer, Beck, and Van Court

Not Present: 2 - Powell, and Morton

Fire Department Report

[PS 2023-031](#) CRFD September Report

Attachments: [CRFD September Report](#)

- Commission members were emailed a copy of the Fire Department's September report prior to today's meeting.
- Chief Croom provided Commission members with a brief overview of the 2024 preliminary budget.
 - Included in the budget were requests for increased funding for EMS supplies, funding to replace existing equipment, and three FF/EMT's to assist with staffing the future Station 156.
 - The department also requested increased funding for its Explorer program. Currently, the department has 21 Explorers in the program. Five former Explorers are now with

- the department as firefighters.
- In addition, the department budgeted a substantial amount of money to cover vacation and sick bank hour cash outs for retiring members. Brief discussion on funding accountability for these funds.
- The second reading is on the consent calendar for next week.
- Chief Croom was asked about billing for EMS supplies. If the ambulance provides treatment but does not transport, the department does not bill for services. If the ambulance does transport to a hospital, there is a charge for the transport and supplies.
 - For a transport, you would be billed a base rate plus mileage to the hospital. The average bill is \$1,100. At this rate, the department does not cover its costs.
 - The department is required to accept a flat fee from Medicare and Medicaid for all transports.
- Chief Croom was asked if the recruit who did not finish the Fire Academy was counted as one of the three staff members to be hired next year. Yes, this position remains open and will be filled next year. Of the eight recruits initially hired this year, five were to fill existing vacancies and the other three were over hires for the 2024 budgeted personnel.
- Station 156 will be located in the Cobblestone Ranch area. The location selected is based on response times (6-minute travel). The department has submitted pre-application paperwork for the project. The property is currently zoned as open space and may need to be re-zoned.
 - When will the station open? The station should be operational in late 2025 to early 2026.
 - Any obstacles with this location? The land is near the McMurdo Gulch flood plain. The site has been evaluated and it has been determined that there should be no impact. In addition, the Parks Department was looking into using this location for a trailhead and parking lot. This could provide an opportunity for joint partnership for this location.
 - Will this site have a traffic light? Only an emergency signal light.
- Chief Croom was asked if there would be fireworks for Starlighting. Yes, unless the moisture content changes.

Police Department Report

[PS 2023-032](#) CRPD September Report

Attachments: [CRPD September Report](#)

- Commission members were emailed a copy of the Police Department's September report prior to today's meeting.
- The remodel of the Police Department is finished. Several additional offices were added next to the Courtroom and additional locker room and fitness area spaces.
- The department is progressing with its hiring process to fill seven vacancies. The candidate field is down to nine candidates.
 - Opportunity to hire laterals. Lateral hires would only need 16 weeks of field training.
 - Applicants with no experience would attend the academy in January and would not be online for about ten months.
- The department is finishing its recruitment video.
- Commander Varela was asked whether the recent activity at the motel on Wilcox Street was a training exercise. No, it was a real incident. Brief comment about broadcasting information on social media. The department tries to put out as much information as possible without hindering operations.
- Commander Varela was asked how much follow up occurred after the 7-11 crash. There were five or six agencies involved with the incident. Douglas County Sheriffs is the lead on investigations. There are two investigations with this incident and CRPD is involved in both.
 - Using cameras around town, Castle Rock dispatchers were able to provide real time information to field officers.
 - Brief discussion on command actions.
- Commander Varela was asked if homeless people have the right to camp in open spaces. Camping bans have been found to be unconstitutional but we can ban camping near waterways. Commander Varela then spoke about the Heart Program.
 - A full time officer manages the unhoused. The officer knows people by name and knows the location of camps here in Town.
 - Part of the Heart Program is to educate the community.
 - County Commissions meet monthly to discuss the unhoused.

New Business

- The Philip S. Miller grant recommendations will be presented to Council next week.

Old Business

N/A

Adjourn

Mr. Hammelman made a motion to adjourn the meeting; Ms. Beck seconded the

motion. All were in favor.

The meeting adjourned at 3:50 p.m.

The next Public Safety Commission meeting is scheduled for December 7, 2023 at the Fire Department.



Town of Castle Rock

Agenda Memorandum

Agenda Date: 12/7/2023

Item #: **File #:** PS 2023-035

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

October 2023 Monthly Report

Department News: Below are pictures of a structure fire we responded to in Franktown's district. Three area agencies responded. The fire was contained to the single home; no other buildings were affected. No civilian or firefighter injuries were reported.



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 Rich Martin

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
October 2023 ...100%

Of the 20 customer survey cards we received in October, 18 had the highest overall rating of 5. Two had a rating of 4. Some of the comments we received were; *"We can't thank you enough for high quality care our daughter received and they were not only efficient and helped her pain but very accurate in assessing her injury. She ended up with a broken radial head, bent arm 46° and needed surgery and they could tell right away her arm was broken, elbow swollen and in extreme pain. Thank you for everything you do!"* Another read; *"It's such a huge comfort to us to know if we need help, we will get quick, caring, professional people to attend to us. Even cleaned blood off carpet!"*

Call Statistics:

For the month of October, we responded to 615 calls for service. Last year at this time, we responded to 580 calls. This places our year to date calls at 5,552, which is 318 less calls or 5.5% lower than last year. Average calls per day for the month were 18.2.

Of the 615 calls for service in October, 374 of the calls were for EMS. We had 346 patient contacts and transported 271 patients. This time last year, we had 265 transports.

Fire Calls:

During the month of October, we ran 7 fire calls compared to 9 in October 2022. We had 52 alarm calls, which is 4 more than last year.

**** Please note that with the implementation of our new records management software, the provided link will allow you to view a more detailed synopsis of our operational data. We will no longer be placing charts in this report. Please click on this link, and if you have any questions, please contact me. ****

<https://crfd.imagetrendelite.com/Continuum/crfd/app/Playlist/4ae31d5a-7c04-49a6-94ce-df06d3b2f579>

Monthly alerts called by crews and follow-up:

Trauma Alerts	6	Transported to appropriate facility	100%
Stroke Alerts	5	Transported to appropriate facility	100%
STEMI Alerts	5	Transported to appropriate facility	100%
Sepsis Alerts	5	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- A Shift: On October 10, Engine 152, Battalion 151 and Squad 155 responded to a medical call on a trail off Tomah Road for a patient that fell off a horse. Patient was loaded onto Squad 155 and transferred to Medic 161 from Larkspur Fire for transport to a local hospital.

Life Safety Educators:

For the month of October, CRFD made contact with:

- 2,863 citizens through 23 different public education and community events totaling 22.5 hours of education. Of the citizens we made contact with in October, 2,489 were children (18 years of age or younger) and 374 were adults.


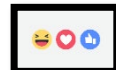


A synopsis of events that occurred this month include;

- Fire Prevention Week 2023 (10/8-10/14)
 - ["Cooking safety starts with you. Pay attention to fire prevention!"](#)
 - Outlets at Castle Rock electronic billboard
 - In collaboration with the Town Communications department and the Outlets at Castle Rock, CRFD created a digital billboard ad for Fire Prevention Month. This digital sign was on display for the month of October and was seen by thousands of cars on the I 25 corridor through Town every day.
 - CRFD and Domino's Delivery Smoke Alarm Campaign (10/10)
 - CRFD helped deliver two Domino's orders to homes in Castle Rock.
 - During the delivery, CRFD checked the smoke alarms in the homes where the orders were delivered. Both homes had working smoke alarms, so the orders were free!
 - Chief Chambers was interviewed by Denver Channel 7 to promote the event.
 - Annual Coloring Contest
 - CRFD hosted its 24th annual fire safety coloring contest. This event encouraged kids to creatively communicate the message of "Cooking safety starts with you. Pay attention to fire prevention!" by making a poster to illustrate the theme.
 - The contest was open to third through sixth-grade students in Castle Rock.
 - Of 149 student entries, 5 winners from 4 schools were selected.
 - Chief Croom and FLSEs utilized a standardized rubric and anonymous selection process to select the winners.
 - Presentations took place at schools on 10/30 and 10/31.
 - Winning classes enjoyed an ice cream party for their entire class and had the opportunity to place their drawing onto the side of a fire apparatus where it will ride for a year.



During September 2023 (reporting is one month in arrears), 1,087 users were following CRFD on the PulsePoint app enabled CPR alerts and there were 5,161 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month.

Facebook information for September (reporting is one month in arrears)

CRFD Facebook September 2023	
	3,784 Followers
	917 Likes and Reactions
	2,759 Page Views
	953 Post Engagements

Deputy Chief Commentary:

Due to a surgical procedure, I will not be in the office for the month of November. I will be intermittently working from home as I can. If you have any questions, please feel free to contact me.

Through the month of October, we responded to 5.5% fewer calls for service than last year, at this time. There appears to be an overall decrease in all calls, and not necessarily any specific call type.

We are communicating back and forth with our vendor to answer questions and clarify final and accurate data for the Medicare Ground Ambulance Audit. The requests continue to be minor. The final report will be submitted no later than November 15th.

We continue to gather data to submit to the Colorado Division of Healthcare Policy and Financing for potential supplemental Medicaid reimbursements above what ambulance transports are currently reimbursed for.

We had a 98% compliance rate with the state for our EMS data submission. This is an outstanding rate, and I want to thank everyone for their attention to this. Our new reporting system has made this process much easier to submit and keep track of what is not being submitted.

Work continues at a steady pace implementing policy and protocols for the state Naloxone Project. We continue to meet monthly.

Crews assisted with the Outlet Mall's Trick or Treat Street. With inclement weather, it was not attended as well as it historically has been.

We continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts from initial patient contact, through transport to the appropriate facility, hospitalization, and ultimately, discharge from a health care facility. We continue to work with our medical director to show these outcomes by utilizing The Modified Rankin Score. We believe this data is the most comprehensive at this time for us to get the best information and continue to look at ways to improve patient care and outcome.

Our ambulance billing revenues continue to be well above projections.

FF Josh Kenney began his preceptorship with B Shift. Once his preceptor is comfortable with his progress, we will schedule a meeting with Dr. Luyten for his final clearance.

Our Wildland Team, and our members assigned to Colorado Task Force 1, continue to be available for local, state, regional, or national deployments. We continually monitor this status to ensure we maintain appropriate staffing for our district.

In October, members were involved in physical fitness for a total of 303.25 hours.

Checking smoke detectors and delivering
Domino's pizza during the smoke alarm campaign



Fire Educator Colleen Sanderlin at Rock
Canyon High School Career Fair



Crew at Station 154 handing out candy
on Halloween

This year's Fire Prevention theme is "Cooking safety starts with you. Pay attention to fire prevention!". Below are the coloring contest winners.



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

Town Council approved the PROPOSED 2024 budget on first reading this month. Final reading and adoption will occur at the November 7 Council meeting. Most of our non-personnel items were approved, and we were approved for three positions for next year. No other personnel positions were approved. We will continue to work on the needed personnel in future budgets.

We submitted the town-required pre-application (PREAPP) for Station 156 on town-owned property near the intersection of Castle Oaks Drive and Pleasant View Drive. This location is just east of the original proposed site, and it would not negatively impact our projected response times for Terrain or Cobblestone Ranch. We are scheduled for a PREAPP meeting with the Town in November, and will learn what needs to be done to move forward with this site.

Division Chief Oren Bersagel-Briese received the American Legion's Public Safety Award at their annual awards luncheon on October 14. Oren was nominated not only for his work within our department and community, but also for his efforts with the National Stair Climbs. Oren's dad, Garry, accepted on his behalf as Oren, ironically, was traveling to a stair climb event in New York that day. Congratulations, Oren!



Fire Chief Commentary:

The goats finished grazing in Escavera in early October, and we have received a number of positive comments from the residents in the subdivision. With the success we saw with goats last year at the Metzler Family Open Space and Woodlands Bowl, we believe this is a cost-effective way to treat large areas of Town property. We will continue to work with our Natural Resource Specialist to set up a recurring schedule to have these areas treated on a regular basis going forward.

We are still working on request for quotes (RFQ) to perform wildland mitigation on the town-owned property in the Timber Canyon subdivision. This area is approximately 14 acres in some pretty rugged terrain, and needs mitigation due to its proximity to the homes in Timber Canyon. This is part of our ongoing effort to address areas that were identified as Very High risk in our CWPP. More information will be provided as we move forward.

LT. Jay Allen, ALT/FF/PM Steve Coffin, and I participated in a CPSE webinar on the Fire Officer Designation. The webinar addressed the personal and professional benefits of being designated as a Fire Officer, and it was well attended. As I have said before, the CPSE designations are the “accreditation” of the individual, and they go hand-in-hand with our department accreditation. Congratulations to Jay and Steve on a job well done!

Several members from Admin and Logistics participated in the DC Incident Management Team and Emergency Operations Center 2023 Tornado Exercise. The exercise was designed to test communications and information flow from the Incident Command Post (ICP) to the EOC and vice versa. The scenario was designed from some of the lessons learned from the Highlands Ranch tornado earlier this year, and overall, I believe it was a success. There were a number of positive outcomes as well as additional lessons learned about responding to this type of event.

Lastly, I attended a public safety partner meeting at the Castle Pines Golf Club in preparation for the 2024 BMW Championship that will be held next August 19-25. The top 50 golfers in the world will be playing, and they expect approximately 120,000 spectators over the course of the week. While the venue is entirely in South Metro Fire’s jurisdiction, there will be significant traffic and overflow into Castle Rock during the event, and resources from both us and PD may be needed to ensure a successful event. More information will be provided as it becomes available.

Fire and Life Safety Division:

Division Chief Bart Chambers

Division Chief Commentary

In the month of October, we had numerous events consisting of the hiring process of our new Assistant Fire Marshal, Sr. Fire Prevention Officer Howe attending the District Attorney's new Investigator course, three members attending Keystone for the Fire Marshals track and FPO Sutherland attending the Fire Inspector 1 course at the National Fire Academy.



Our panelists for the interview and scenario process for the Assistant Fire Marshal position were from all over the region; Colorado Springs and the state, and within the Town of Castle Rock. Our candidates were well versed in fire prevention, and all brought a skill set that Castle Rock would benefit from as we grow. The selection of our new Assistant Fire Marshal was our very own Kevin "Sully" Sullivan, and we are proud of his accomplishments and his next chapter within the division.

Sr. Fire Prevention Officer Howe attended the District Attorney's new investigator course at the first of October. Our cooperative partnership with the DA's office allowed us the slot to have one of our Investigators attend this needed and critical training. Sr. Fire Prevention Officer Howe was successful and learned aspects of criminal law, constitutional rights and the process within the county and state for investigations.

Fire Prevention Officer Sutherland was our first inspector to attend formal inspector training outside of OJT and ICC course work. His experience with the class has prepared him for further training and setting him up towards fire plan review.

Three members of the Fire and Life Safety Division had submitted for the Keystone Training in May for the Fire Marshal's track. All three of these members completed their first year for the two-year program.

The first week of October, as we know, is National Fire Prevention Week and supporting our Fire and Life Safety Educators within the department on the messaging for this year's theme of "Prevent Kitchen Fires: Cook with Care!" This theme underscores the importance of fire prevention in the kitchen, where a significant number of home fires originate.

We also finalized the Fire and Life Safety Division fee schedule which will go into effect on November 1, 2023. This addresses many areas of the Fire and Life Safety Division, such as inspections and plan reviews as well as mobile food vendors and special events.

As we approach the winter months, we are seeing a slow down on some areas of new construction inspections. This is typical for this time of year, but we are seeing steady requests for inspections on new construction and remodel inspections.

The Division will also post a Fire Prevention Officer position to fill the vacancy opened by the promotion of Sr. Fire Prevention Officer Sullivan.

We are looking to hold a one-day mobile food vendor event, Food Truck Jamboree, in the middle of March, in which we will conduct inspections, free of charge, and educate the mobile food vendors. This will consist of educating the mobile food vendors of their responsibilities within the Town of Castle Rock and the County, from fire and life safety, zoning and the health department. We will be working with our cooperators within the Town as well as County Health to host this one-day event.

Division Fire/Law Enforcement Training: The Fire and Life Safety Division conducted 204 hours of training for the month of October.

Inspections: 102 Construction, 79 Primary Business inspections, 10 Mobile Food Vendor inspections, and 9 Special Events inspections.

Plan Reviews: 90

Permits Issued: 30

Complaints: 4

Citations: 0

CORA Requests: 13

Fire Prevention Customer Inquiries: 60

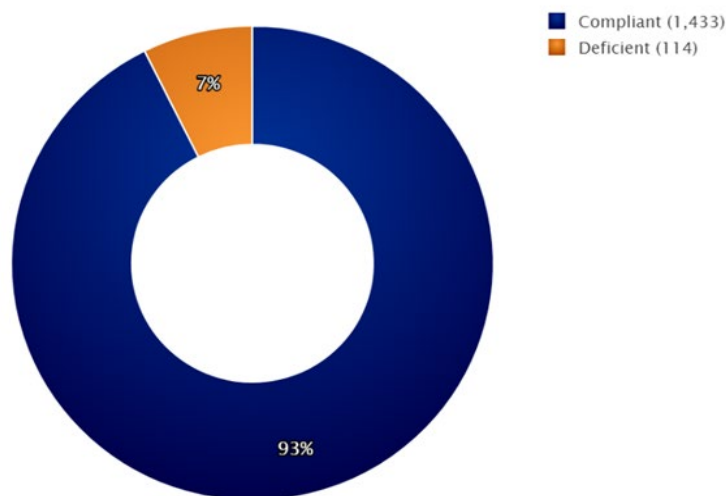
Liquor License Reviews: 22

Fire/Investigation Responses: 3

Unmanned Aerial Vehicle (UAV) flights: 0

Brycer Compliance Engine Reporting for Fire Protection Systems: 114 deficiency reports

Compliant vs. Deficient Systems



Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

This month, we were able to host two trainings with outside agencies. The first was a pilot program for the International Association of Fire Chiefs (IAFC) that is aimed at ensuring law enforcement understands its role in a major wildfire. The class had law enforcement agencies with their fire partners (for example: CRFD and DCSO) learning the same content and working through the same exercises. Attendees came from across the state and the participants were able to provide some really useful feedback on the program. We also hosted a three-day ICS-300 course, and will have the corresponding ICS-400 in early December.

The Acting Lieutenant School kicked off in October, and classes were held on leadership, having hard discussions, and the lieutenant's role in mental health. While we are thrilled to have outside instructors like Code-4, we are also excited that some of our company officers are now teaching portions of the leadership portions of this class. It is really important that our company officer culture is being taught by company officers, and we thank LT Mike Moore and LT Steve Patik for their time with the school. We were also able to complete an accreditation-required safety officer course for anyone who obtained the ALT or LT rank in the last 10 years. This will now become part of the ALT School, so we don't anticipate having to do a large-scale class like this one in the future.

Department Training: For October, Sky Ridge Medical Center hosted a skills day for each of our shifts, featuring several different stations to learn about different skills. Shifts also did a SimsUShare training that focused on reps for our promoted/seated officers. In the middle of the month, we worked with FPPA to have them visit with each shift for their biennial visit to our department. Outside of the department, members attended two annual October conferences: the Mile High Firefighter's Conference and the Fire Leadership Challenge.

Academy Update: Thank you to E154-C, E154-A, and E152-A for spending a day at the academy and working with the recruits! For our seven, these times with our crews are critical to their learning process. We are currently planning the transition portion of their academy, which should get them on line in mid-January. LT Steve Patik will remain with the recruits through that transition piece.

Special Operations training: Working with the TRT leads, we have helped them finalize a task book for TRT members. This task book will be the guiding document to ensure that a member is getting all of the training that they need, and will serve as the official approval for annual stipends. The book should be rolled out at an upcoming training or meeting and will take effect in 2024. The TRT also conducted a technician-level confined space training – thank you to FF Steve Hoekstra for organizing the training.

October department-wide training hours: 2,070.

11

We are currently working on the following projects:

- AENG/ENG processes and class
- EMS training
- WMFR academy
- CMCB
- STO program development
- Hiring/promotional processes for FPO, STO and Logistics Tech.

FDNY 9/11 Memorial Stairclimb



Mile High Firefighter's Conference



IAFC Wildland Response Course

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary:

The month of October included continuing work on the new Air/Light 153. The graphics package was approved and installed, as well as an exhaust modification for the Plymovent extraction system to hook up. Curtis, our dealer rep. for Eagle, performed the breathing air filter install and startup of the compressor. We also installed 12 spare SCBA cylinders to the unit. The last piece of this puzzle will be to install the command light tower to the roof of the unit. We are working with Eagle and SVI for this to be completed soon.

We also continue to work with MSA, Motorola and DCSO for a solution to the communication issues we had experienced with the Bluetooth to radio. We worked with the DCSO radio tech to get all of the firmware programming and the lapel mic. cord changes completed. With this work now complete, we will begin a trial by turning Bluetooth on for select units. This will be communicated as we get it scheduled and implemented. For a refresher on how to pair your radio to the air pack, please see the instructional information on Vector Solutions.

LEST Tad Keegan's last full month was October, as he officially retired and his last day was November 3. Tad has been instrumental in developing what we now know as the Logistics Division; we thank him and wish him well on his new adventures! Tad handled all of the quartermaster duties, and coordinated and assisted with all of the annual testing and maintenance for our equipment. This included, Hurst rescue tools, SCBA flow and fit testing, hose testing, ground ladder testing, bunker gear cleaning and inspections, firefighting ensemble ordering and repairs, firefighting tools and equipment. Tad has also been involved and chaired the Apparatus Team, the Clothing and Uniforms Team and the Tools and Equipment Team. Tad did a lot! As we move forward, we will be looking for the person who will fill this position best, for the needs of the Logistics Division, and the department both now and into the future. The job announcement will be posted on Nov. 6th and run through Dec. 4th.

Sr. EVT Ben Jennings continues to handle the repair and maintenance needs of the department fleet. He continues to handle all repairs and maintenance on the heavy fleet and as needed on the light fleet. Units Ben has had through the shop or touched in October include, Units 080, 082, 101, 107, 108, 121, 125, 140, 141, 144, 146, 155, 185, 221, 249, 281, and 408. He had a total of 116 hours charged to units. Ben continues to face challenges with space to repair apparatus and parts availability. I assisted in October by performing pump tests, and chasing parts and coordinating with Town Shops, as well as filling in while Ben was on vacation. We have also been working on the plan and apparatus bay space for the STO unit in January. This will require some refitting of the exhaust system at Station 152.



Division Project Report

Facilities projects
R&D Team projects
Station 156 Apparatus

New medic unit build from Osage Ambulance
Station 153/154 landscaping planning
SCBA/radio communication project



Driveway repair Station 153



Driveway repair Station 154

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

This month, I completed the Emergency Operations Plan (EOP) update. This had been lingering for a while, in part due to the transition from Tri-County Health Department to the Douglas County Health Department (DCHD). The DCHD is a critical emergency management partner as they are responsible for mass care, mass fatality, and public health emergencies. While we are still waiting for a couple of items from DCHD, we are planning to present the EOP to Town Council in early 2024 and update the document as needed.

The development and training of a Town-wide Continuity of Operations Plan (COOP), planned for 2024, needs to be re-evaluated. The department intended to hire a contractor for the COOP process, however, that line item did not make it through the 2024 budget process.

In ImageTrend news, the Continuum module was updated enabling the NEMSIS 3.5 data and reports. The ImageTrend transition team and executive staff are reviewing the system. I will provide a walk through at the next command staff meeting, after which we'll turn the systems on for all users. The Continuum module is extremely versatile in its ability to query data, but knowledge of SQL is needed to ensure the data queries are accurate.

Additionally, we are one of a handful of agencies ImageTrend has asked to test the next generation for the Elite Report Writer. Currently, LT Moore, FF/PM Spronk, and myself are testing the "NextGen Report Writer" and will be meeting with the lead product engineer and other beta agencies to provide feedback. Being able to serve as a beta site for any of our software systems provides a tremendous opportunity to influence the direction of the systems we rely on and make sure that our needs and "pain points" are understood.

I continue to work with DoIT and GIS to develop a consolidated data set. We will be building a local database that will serve as a central hub for multiple data sources. The intent is to use this new database as a target for automated and scheduled reports from various fire department data sources and eventually non-fire department data sources that may have an impact on department operations and/or planning activities. Last month I previewed an operations dashboard. However, it is still a manual process. Once we are able to get this database up, running and validated, we should be able to provide near-real time dashboards, graphs, charts, and information. After the data is validated, the products will be made available to all department members.

Link to the draft [ImageTrend monthly data](#).

This link will automatically update on the 1st of each month



Town of Castle Rock

Agenda Memorandum

Agenda Date: 12/7/2023

Item #: **File #:** PS 2023-036



Photo Credit: Big Bite Entertainment



VISION

To serve people one-by-one so together, we can create environments that are safe and secure, and where people can thrive.

MISSION

The Castle Rock Police Department is dedicated to excellence through community safety, innovation, and public trust. Our goal is to provide for the safety and welfare of both the citizens and visitors of the Town of Castle Rock utilizing effective community-policing philosophies, including crime prevention, traffic enforcement, criminal investigation, crime analysis and community involvement.

Follow us on Facebook, Instagram or Twitter: [CRpoliceCO](#)



To serve people one-by-one so together, we can create environments that are safe and secure, and where people can thrive.

One-By-One Policing is Castle Rock Police Department’s vision and is a unique way of leading and serving people, which is central to our pursuit of providing a safe and secure community. This is our purpose, our cause, our belief, and it all starts within our organization. This page is dedicated to the ways in which we as a department reach out to our community one by one and where the community reaches back.

A recent victim on a domestic violence call offered their appreciation to **Officers Price and Burch**. The victim wanted to compliment the officers for the way they handled the arrest of a spouse. Officers allowed the individual to take the kids out of eyesight before taking the spouse into custody. The victim said that this was a compassionate thing to do and asked that gratitude be extended to the officers and their supervisor.

Per Victim Advocate Debbie Binks (10/16/23)

“Dear **Officer Jakubik**, I wanted to write a quick note of gratitude...my son [was missing]...my anxiety and fear had taken over...I instantly noticed your calm and confident manner, giving me reassurance during a very uncertain time. ...the quickness that you and your fellow officers took impressed me...The communication, quickness and professionalism gave this circumstance the best outcome...my son showed up shortly...you continued to calm my nerves with your reassuring demeanor. You knew what to say...In a gentle manner, you explained to [my son] the importance of communicating with me, which...he received well! Again, I want to thank you and let you know my sincerest appreciation for your professionalism, reassuring, and gentle behavior. Officers are not recognized enough for the support services you provide to stressful situations like this. The impact you had on me in a moment when my emotions were running high will always stick with me. We send our greatest appreciations for your services.”

Kim M. (10/30/23)

“This is to applaud the Castle Rock Police Department, specifically **Officer C. Stoneking**. I was pulled over today around 8:30 a.m. for speeding. This officer demonstrated professional courtesy, told me why he stopped me; ask for my driver’s license. Then, after a few minutes provided a written warning (Thank God for His Mercy).
I have worked as a Federal Investigator for the U.S. Department of Labor, retired from the United States Navy and have an idea of how hard it is to enforce laws. Because, you get criticized often and rarely praised. I know that we hear about chaos in other cities and states especially, when it comes to relations between Police Departments and the minority community. Although no city or state is perfect, Castle Rock, Colorado works hard to treat all with respect. I am grateful as an African American male, to live in this city (since April 2010) where people are treated fairly regardless of race, religion, gender, creed or color.
Again, I am grateful for **Officer Stoneking** and to the Castle Rock Police Department.”

Michael J. (10/25/23)

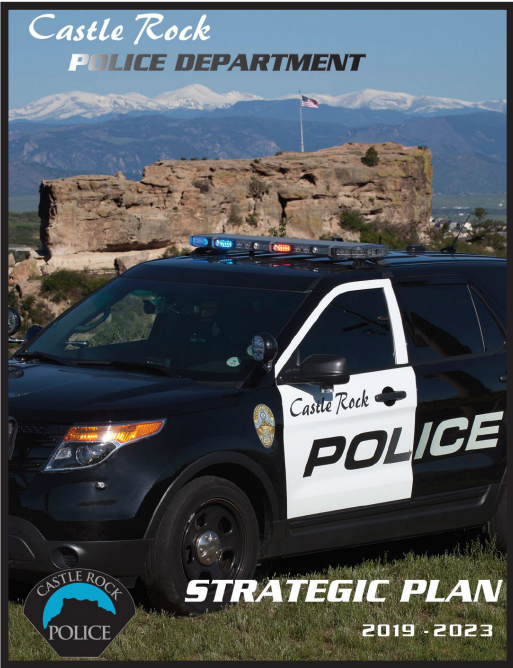
“I was completely unaware of my error on the road so I was pulled over. I was greeted very friendly and calmly by **Officer Jakubik**, who gave me the chance to explain myself and my mistake. This officer was more than understanding and willing to hear what I had to say. With a minor correction with his grace, I was able to properly get myself home after he pulled me over to let me know what was wrong. Excellent Officer!”

David V. (10/23/23)

The format of the department’s monthly report is purposely designed to mirror our department’s five-year strategic plan. This will allow members of the community as well as members of our organization to gauge how we are progressing in key areas of our strategic plan.

The Police Department’s strategic priorities will anchor and update the main sections of this report. By doing so, this will facilitate our continued focus on implementing our strategic plan and providing outstanding service to the Castle Rock community. There are six strategic priorities included in the Police Department’s Five-Year Strategic Plan:

- Priority 1:** Crime
- Priority 2:** Traffic Safety
- Priority 3:** Employees
- Priority 4:** Prepare for Future Growth
- Priority 5:** Community Policing and Partnerships
- Priority 6:** Technology, Equipment and Training



Read plan: [CRgov.com/PDplan](https://www.cr.gov/PDplan)

Leading with Success

Commander Gorman was honored for his 40 YEARS of service to the Castle Rock Police Department! Commander Gorman joined CRPD as a patrol officer on Oct. 10, 1983, and since that time, has served in every division. He currently oversees CRPD’s Investigations Division as the Commander.

In October, the Town of Castle Rock recognized those employees who have reached career milestones. This year, that included 30 Castle Rock Police Department employees who celebrated their 5, 10, 15, 20+, 25, 30 and 40(!!!) year anniversaries with the Town.



Priority 1: Crime

Priority 1: Crime (continued)



Goal 1: Maintain or reduce the crime rate and provide a sense of safety and security
Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

Person Crime Offense Group A ¹	2023 SEPT Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime	2022 YTD Clearance
Homicide	0	0.1	0	0	2	2
Kidnapping	2	1.1	11	9	9	9
Sex Offenses	5	2.8	11	1	23	1
Aggravated Assault	5	1.6	13	8	8	7
Simple Assault	21	17.2	134	91	141	98
Intimidation	3	5.0	29	16	25	10
Human Trafficking	0	0.0	0	0	0	0
Total	36	27.8	198	125	208	127

¹ Persons and Property crimes are reported for the previous month due to the transition to NIBRS reporting.

Property Crime Offense- Group A	2023 SEPT Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime	2022 YTD Clearance
Burglary	1	6.8	60	5	44	8
Fraud/Forgery Related	33	45.3	290	14	209	24
Robbery	1	0.4	1	1	1	0
Theft-(All except below 3*)	48	43.5	354	31	382	39
*Motor Vehicle Theft	5	5.9	57	3	48	2
*Theft from Motor Vehicle	13	17.6	88	2	100	0
*Shoplifting	26	19.9	177	87	140	63
Vandalism	16	31.2	203	48	256	53
All Other Property Crimes	10	5.7	50	42	90	71
Total	153	176.3	1,280	233	1,270	260

Crime Offense- Group A	2023 SEPT Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime	2022 YTD Clearance
Persons Crimes	36	27.8	198	125	208	127
Property Crimes	153	176.3	1280	233	1270	260
Society Crimes	19	15.9	135	108	346	270
Total Crime -Group A	208	219.9	1613	466	1824	657

² Total persons and property crimes do not account for all NIBRS crime codes for the month.

Goal 3: Maintain the capability of effective emergency management as well as the response to, and recovery from, a critical incident

Response Times			
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Drive Time
OCT	100	2.30	4.96
SEPT	116	2.08	5.49
AUG	106	1.12	6.55
2023 YTD	975	1.83	5.61
2022 MON. AVG	80.7	1.50	5.72

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Cases assigned - Staff Advocates	36	21	22.6	341	245	39%
Cases assigned - Volunteer Advocates	7	14	11.9	94	127	-26%
Total cases assigned	43	35	34.5	435	372	17%
Total victims served	69	53	62.5	812	661	23%
Volunteer office hours	6	0	2.4	77	45	71%
Call out hours (incl. on-scene, phone)	35	49	30.9	370	360	3%

Victims Assistance Unit (VAU) Spotlight

Stefania was born and raised in Italy where she obtained a degree in graphic design. She met her husband while he was stationed at a nearby US Army post and they eventually married and proceeded to move all over the US and Europe for 21 years. They eventually decided to settle and call Colorado their permanent home in 2006. Stefania has a married son who is expecting his first child so she is excited to become a grandmother soon. She is an Italian interpreter and has worked in the foreign language services industry for over 16 years and has owned her own language services agency for the past 5. She feels incredibly honored to have the opportunity to give back to this wonderful community.



Priority 2: Traffic Safety

Priority 3: Employees



Goal 1: Increase traffic safety on the roadways in the Town of Castle Rock

Traffic Crashes						
Crash Type	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD ¹	2022 YTD ²	% Change 2022-2023
Traffic Crash Total	69	14	70.4	657	669	-2%
DUI Enforcement						
Traffic Type	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Driving Under the Influence (DUI)	1	16	7.7	59	82	-28%
Traffic Enforcement						
Call Type	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Traffic Tickets Issued	77	105	118.5	1,306	1,261	4%
Written Warnings	53	93	140.6	1,159	803	44%
Traffic Stops	322	393	434.5	4,655	4,001	16%

1 YTD numbers are verified monthly, which may result in updated data.
2 As of December 2022, traffic crash statistics are reported through CARFAX.



- Goal 1: Attract and retain the highest quality employees
- Goal 2: Train and develop employees
- Goal 3: Recognize employee accomplishments

Sworn Staffing Levels				
Year	Officer Total Turnover	Total FTE	Total Turnover Rate	% Change from prior year
2023	4	92	3.3%	-64%
2022	8	87	9.2%	84%
2021	4	80	5.0%	-50%
2020	8	80	10.0%	-12%
2019	9	79	11.4%	115%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (incl. Vol.)
OCT	89	0	31	120	17	7	144
Authorized FTE positions:	92	Authorized FTE positions:	35	127			

Training Hours						
Total Hours	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	1199	953.5	726.4	11,885	8,456	41%
Types of Trainings						Hours per Type
Internal/In-service (Firearms, Investigations; organized retail theft, case law updates)						378
External Training (Bosch CDR Analyst, COVA Conference, Handgun Instructor Course, Excel Level I, New Detectives Workshop, ABLE Train the Trainer, Legislative and Case Law Updates, Clan Lab Recertification, Street Crimes, Starchase Operator, Firearms and Firearms Evidence, IACP Conference, Developing First Line Supervisors, Auto Theft and Vehicle Crimes, Tactical Medial Instructor, CAPET Fall Conference (Colorado Association of Property and Evidence Technicians), Drug Identification, Symptomology, and Emerging Trends, Co-Responder Symposium, Less Lethal Instructor Recertification)						821
Accomplishments / Recognition						
Type	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	4	7	11.5	78	81	-4%
Recognition/Awards	0	0	5.9	33	77	-57%

Priority 4: Prepare for Future Growth

Priority 4: Future Growth (continued)



- Goal 1: Monitor Townwide population growth estimates
- Goal 2: Monitor Police Department workload
- Goal 3: Evaluate an efficient method of delivering service to newly developed areas

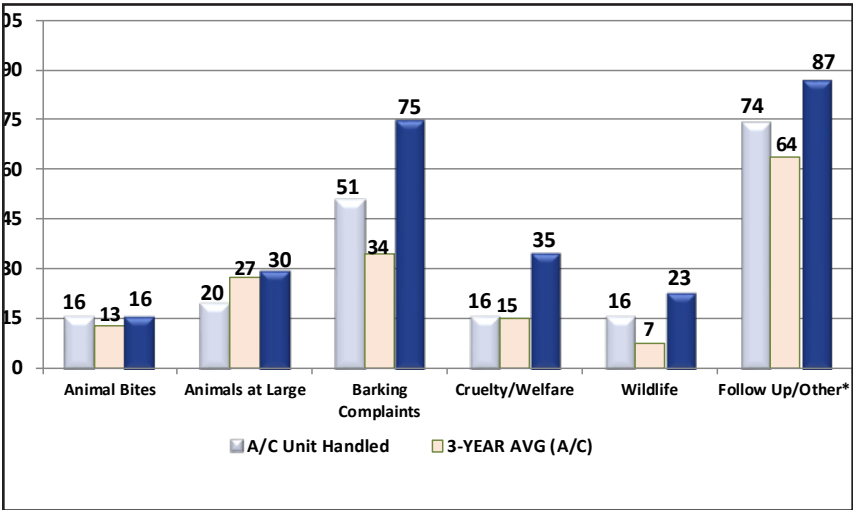
Calls for Service (CFS)						
Calls for Service (CFS) Per Officer / Per 1st Responder	2023 OCT 90 OFC / 61	2022 OCT 87 OFC / 58	3-YR MO. AVG ¹	2023 YTD 90 OFC / 61	2022 YTD 87 OFC / 55	% Change 2022-2023
CFS TOTAL, includes self-initiated (SI)	4850	4723	4,872.2	46782	44972	4%
CFS, excludes self-initiated (SI)	2530	2290	2,148.1	23785	22961	3%
Year-to-Date (Per 1,000 citizens)	57.2	58.1		551.7	553.5	0%
CFS per Officer, excludes self-initiated	27.5	26.3		258.5	263.9	-2%
CFS per 1st Responder, excl. self-initiated	40.2	39.5		377.5	395.9	-5%

¹ Year-to-date and 3-year monthly averages reflect periodic adjustments due to population and CFS fluctuation.

Communication Incoming Phone Calls						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (secs)	Answer Time ≤10 secs	Answer Time ≤15 secs	AVG Call Length (secs)
OCT	601	19	3.55	99.0%	100.0%	169.4
SEP	659	22	4.04	98.3%	99.9%	191.8
AUG	650	21	3.76	98.3%	100.0%	184.4
2023 YTD	5,548	18	3.69	98.4%	99.7%	182.8
2022 Monthly AVG	520.5	16.3	3.36	97.8%	99.7%	185.4
Non-Emergent Calls	# of Calls	Avg per Day	APCO/NENA Standard: ²		90%	95%
Administration Calls (MO)	4,109	133				
Outbound Calls (MO)	1,007	32				
Administration Calls (YTD)	42,582	140				
Outbound Calls (YTD)	10,167	33				

² Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

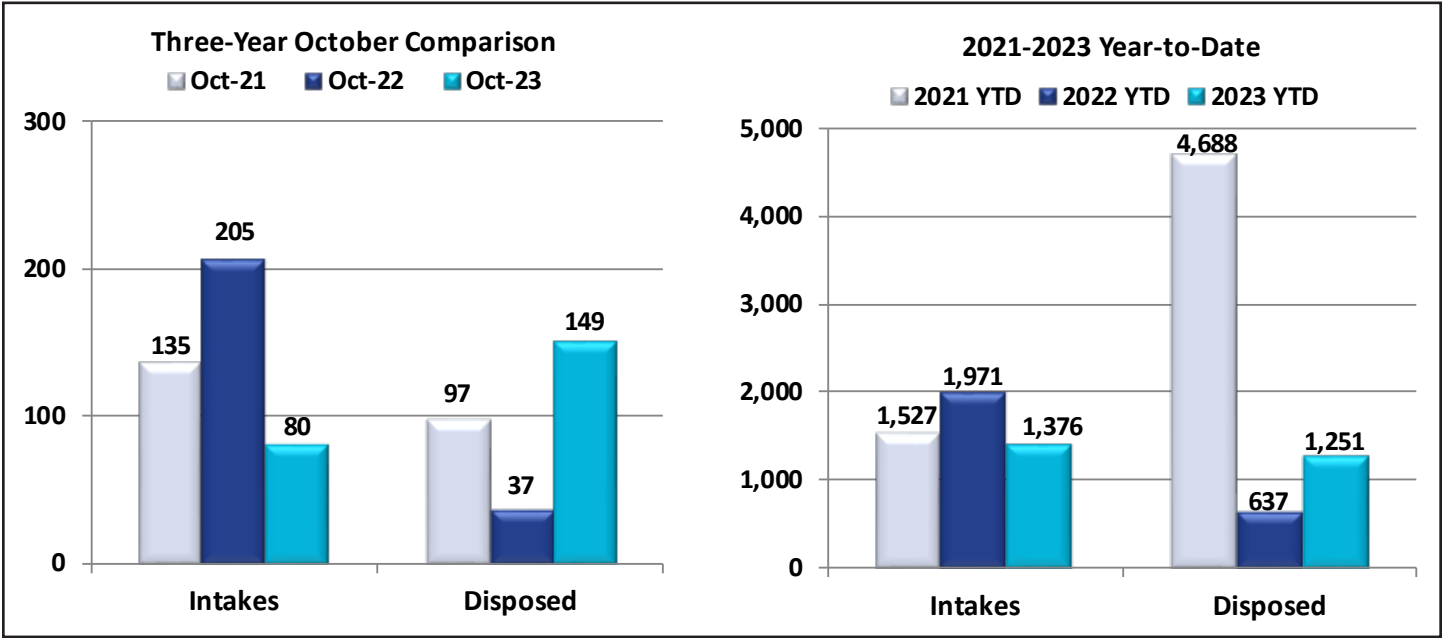
Animal Control Unit (ACU) Monthly Response Comparison



ACU Percentage of CRPD's Total Calls for Service (CFS)	
Call Types	ACU %
Animal Bites	100%
Animals at Large	67%
Barking Calls	68%
Cruelty/Welfare	46%
Wildlife	70%
Follow-up/Other ¹	85%

¹ 1 ACU responds on other departmental-call types, incl. patrol-related calls for service.

Property & Evidence



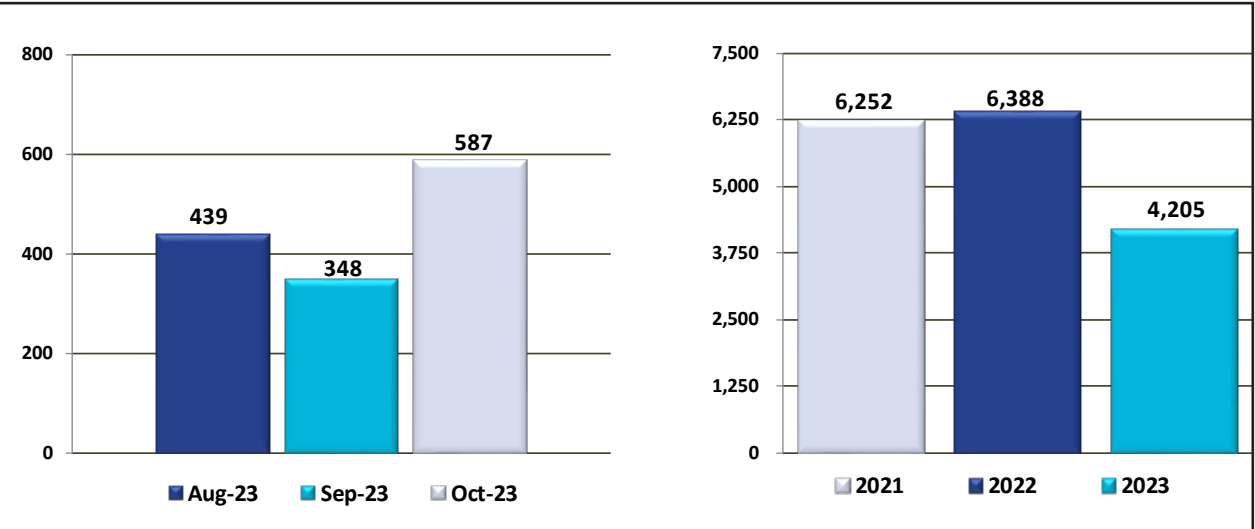
Priority 4: Future Growth (continued)

Records Unit

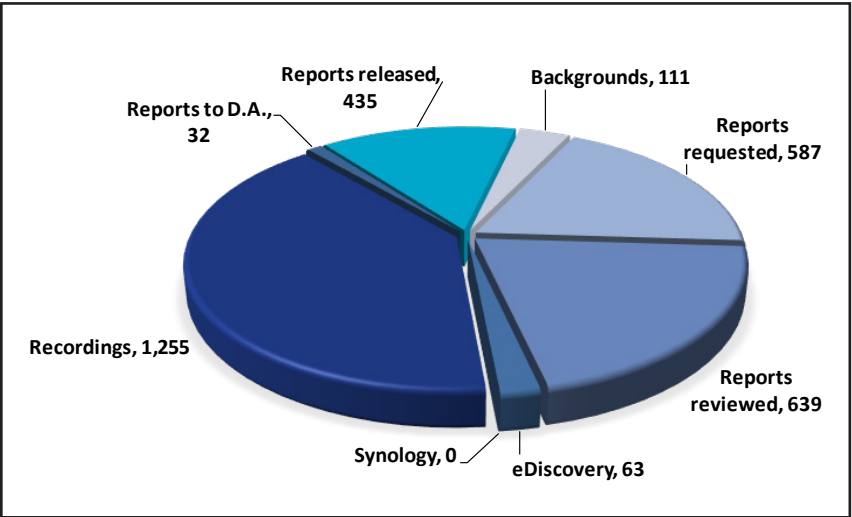
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
OCT 2023	111	587	639	63	0	1,255	32	435
OCT 2022	115	560	619	85	0	1,455	3	527
% Change 2022-2023	-3%	5%	3%	-26%	N/A	-14%	967%	-17%
3-YR MO. AVG.	107	575	569	58	2	1,141	4	549

* Felony drug cases

Total Reports Requested
Three-Month Comparison Year-to-Date (2021-2023)



Records Unit Monthly Workload



Priority 5: Community Policing & Partnerships



Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD	2022 Year-End	% Change 2022-2023
Crime Free Multi-Housing	2	0	2.0	27	25	8%
Crime Free Self-Storage	0	0	0.7	8	8	0%
Rock Watch	3	2	69.1	978	886	10%
CPTED (Crime Prevention)	1	3	1.9	42	34	24%
R-U-OK	0	0	1.6	38	33	15%
Total Activity	6	5	75.3	1,093	986	11%

Note: For more information on the above programs, visit CRgov.com/Police.

Volunteer Hours						
Unit Hours	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	190	102	150.8	2,542	1,733	47%
Victim Advocates	635	597	463.2	3890	4690	-17%
Volunteers in Policing (CSVs, Admin)	47	71	104.7	392	729	-46%
Total	872	770	718.7	6,824	7,152	-5%

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
OCT 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	20,545	4,812	40,600	4,036
Number of Posts	27	8	5	17
Total Viewer Engagement	21,535	36	12,933	2,225
	Police		Town	
Total Call Outs or Incident Response	4		0	
	TOTAL			
Media Inquiries	8			

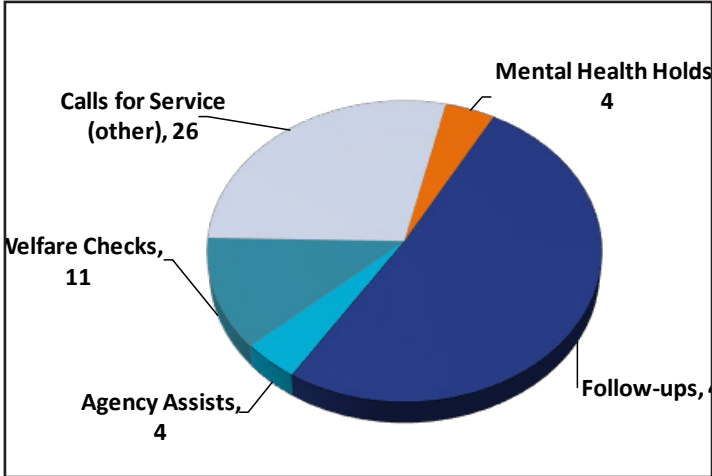
Priority 6: Technology, Equipment & Practices

Department Highlights

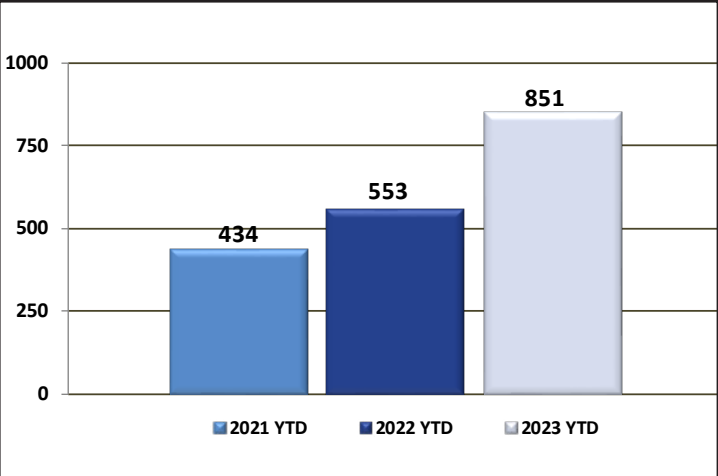


Goal 1: Maintain and utilize the most effective technology, equipment and best practices Community Response Team (CRT) Dashboard

Monthly 2023 Call Types



CRT Total Calls for Service (YTD)



Domestic Violence Lethality Assessment Program (LAP)

Call Type	2023 OCT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022 - 2023
DV Investigations	30	37	374	363	11%
DV Arrests- Misdemeanor	3	8	80	90	-10%
DV Arrests- Felony	1	2	19	17	2%
DV ARRESTS TOTAL	4	10	99	107	-8%

The LAP tool is designed to reduce risks, save lives and involves an assessment to determine risks in collaboration with community-based victim service providers. More information: [LethalityAssessmentProgram.org](https://www.lapassessmentprogram.org)

ePoliceReporting

Online Crime Reports	2023 OCT	2022 OCT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	26	33	44.1	227	303	-25%

CueHit (Customer Service Measurement Tool)

CRPD utilizes a survey tool, which measures customer service on select non-violent or property crime calls for service. Citizens receive a short text survey and may also leave comments. Results are listed in the table below.

Customer Service Surveys			Rating Results (1 - 5 with 5 as our goal)				
MON/YTD	Sent	Received	5	4	3	2	1
OCT	110	67	61	2	1	1	2
SEP	117	53	50	1	1	1	0
YTD*	1146	576	515	27	12	7	15

PIO Temby's Corner

Top Social Media Post



Oct. 27, 12:01 p.m. Good things come in threes! The Castle Rock Police Department and Douglas County School District's School Resource Officer and therapy dog program continues to grow. SRO Dave Knight and Ru, a 2-year-old Husky-Malamute mix, are now serving the Castle Rock Middle School community.

"Our Police Therapy Dog program has truly been transformative for our community," said Police Chief Jack Cauley. "The reach of these police therapy dogs extends beyond our middle and high schools to serve students and staff across Castle Rock. We're so proud of the work they're doing every day."



Read the full news release: <https://crgov.com/CivicAlerts.aspx?AID=2256>



K9 Unit Officer Fellows and Shogun

Patrol Deployments: 2

The K9 Unit deployed twice during the month with two arrests. One of the arrests was a recovered stolen vehicle and the other yielded a recovered stolen license plate.

Narcotics Deployments: 3

The K9 Unit was deployed on three vehicle sniffs which resulted in the seizure of illegal drug paraphernalia and a seized vehicle suspected of transporting illegal drugs.

Training: 30 hours

Officer Fellows and Shogun trained a total of thirty hours.



***K9 Protect** is a term used when a K9 is on scene of a high-risk call. The K9 is on standby to protect officers or assist in apprehension. The presence of the K9 gains compliance. Examples of patrol deployments include high-risk traffic stops, and higher risk attempts to contact.