



## Public Safety Commission Agenda

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Thursday, May 2, 2024

3:00 PM

Castle Rock Municipal Courtroom  
100 Perry St., Castle Rock, CO 80104

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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.

The Public Safety Commission meets monthly at the Town of Castle Rock Fire and Rescue Headquarters or Police Department.

3:00 Call to Order and Attendance

### Approval of Meeting Minutes

1. [PS 2024-013](#) PSC April 4,2024 Minutes

Attachments: [PSC April 4, 2024 Minutes](#)

### Fire Department Report

2. [PS 2024-014](#) CRFD March Report

Attachments: [CRFD March Report](#)

### Police Department Report

3. [PS 2024-012](#) CRPD March Report

Attachments: [CRPD March 2024](#)

### New Business

### Old Business

### Commissioner Comments and Questions

### Adjourn



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date:** 5/2/2024

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**Item #:** 1. **File #:** PS 2024-013

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## Public Safety Commission Meeting Minutes

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

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Thursday, April 4, 2024

3:00 PM

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100 Perry St., Castle Rock, CO 80104

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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 3:00 p.m.

**Present** 6 - Vice Chair Clark Hammelman, Andy Powell, Don MacBrayne, Carl Smith, Debra Beck, and Laurie Van Court

**Not Present** 3 - Richard Morton, Steve Thayer, and Chairperson Nate Marsh

**Attendance** 4 - Laura Cavey, Norris Croom, Jack Cauley, and Deborah Stanley

### Approval of Meeting Minutes

Attachments: [PSC 03.07.2024 Minutes](#)

**Mr. MacBrayne moved to approve the March 7, 2024 minutes. Ms. Van Court seconded the motion; the motion carried.**

**Yes:** 6 - Vice Chair Hammelman, Powell, MacBrayne, Smith, Beck, and Van Court

**Not Present:** 3 - Morton, Thayer, and Chairperson Marsh

### Fire Department Report

Attachments: [CRFD February Report](#)

- Commission members were emailed a copy of the Fire Department's February report prior to today's meeting.
- Wildland mitigation work has begun on the Town portion of the Timber Canyon subdivision (14 acres on the south-east side).
  - High risk area with rugged terrain.
- Working on bringing back the goats to Metzler Open Space.
- May be moving forward with the joint mitigation project for Timber Ridge. Working with the County to create a shaded fuel break.
- Deputy Chief Martin will be retiring in July. Division Chief (DC) Bersagel-Briese has been selected as his replacement. DC Bersagel-Briese will start the transition process May 1.
  - This will leave an opening for a new Training Chief. Looking at whether there is interest and qualified members within the department to fill the position
  - If we fill the position from within, this will create a trickledown effect with additional promotional opportunities. Preferable to fill from within, but acknowledge that there are some benefits

from hiring outside the agency.

- The department is down a Paramedic (who recently moved to California), and a Lieutenant who will be retiring in May.
  - The department will be sending three recruits to West Metro's Academy this fall.
- The department has hired an Owners Representative for the Station 156 construction project. This is the same group that managed Station 152.
  - The site, in the Cobblestone Ranch area will not only house the fire station but also a Parks and Open Space Trailhead parking lot, (which was already planned for this plat). In addition, a Logistics Facility may be added alongside the station.
  - Chief Croom was asked about fleet services. We have our own fleet mechanic who works out of the PSTF, which is not an ideal space for large apparatus repairs. This issue was identified in the department's Strategic and Master Plan.
  - The department could build Station 156 and the Logistics Facility in stages, but this would increase total costs. The goal is to complete it all at the same time.
  - The request for proposal (RFP) will be developed for an architect. The plan is to have station design start in June, and construction to start late this year/early next year. It should take 12 to 18 months to build with an opening date in mid-2026.
  - Chief Croom was asked if the Open Space Trailhead parking lot will be constructed at the same time. Not sure, as this is a Parks Department project.
  - The Town owns the land but the site will need to be replatted and rezoned. The size of the fire station will be approximately 12,800 square feet and the Logistic building, approximately 9,700 square feet; the facility will be built to accommodate future potential technological changes.
- Brief discussion on virtual attendance. Commission members are allowed to attend virtually as long as they provide 24-hour advanced notice. The current House Bill going through the Legislature may change this.

## Police Department Report

Attachments: [CRPD February Report](#)

- Commission members were emailed a copy of the Police Department's February report prior to today's meeting.
- The department received 100 applications for its current hiring process.
- The department added a SRO at World Compass Academy and is in talks to add two more SRO's to area schools as part of a one-year contract.
- Chief Cauley gave a presentation of the Police Department's 5-Year Strategic Plan.

- The 5-Year Strategic Plan has been completely redone to better reflect the department's philosophy - One-By-One Policing. The Department will host an open house on April 29 for input.
- The Strategic Plan's three pillars are People, Innovation and Community.
- The People pillar contains Eight Dimensions of Wellness: emotional, environmental, intellectual, spiritual, occupational, financial, social, and physical.
- The Innovation pillar addresses enhanced transparency, training on de-escalation techniques, continuous development and implementation, the placement and use of therapy dog teams, drones as a first responder program and utilizing technology networks.
- The Community pillar addresses the Citizens Police Academy, utilizing community safety volunteers, community outreach programs, news releases, utilization of customer survey forms, Victims Assistance Unit, volunteers, and Rock Watch.
- Lead from the heart, earn trust of team members, identify and retain community minded team members, continue memberships and engagements with the International Association of Chief of Police and the Police Executive Research Forum is the path forward.
- Once the community has had a chance to review the plan, it will be presented to Council and then placed on the website. Request made to provide a quick follow up next month of the citizen response to the Strategic Plan.

## New Business

- Interviews for open Public Safety Commission positions are scheduled for May 14. Typically, the Chair participates in the interview process but they will be one of the candidates re-applying. Commission member Van Court volunteered to sit in on the interviews.

## Old Business

N/A

## Adjourn

Mr. Hammelman made a motion to adjourn the meeting; all were in favor.

The meeting adjourned at 4:32 p.m.

**The next Public Safety Commission meeting is scheduled for May 2, 2024.**



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date:** 5/2/2024

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**Item #:** 2. **File #:** PS 2024-014

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# Castle Rock Fire and Rescue Department



Commission on  
Fire Accreditation  
International

An Internationally Accredited Fire Rescue Agency Since 2012

## March 2024 Monthly Report

**Department News:** A few pictures from a structure fire on March 27<sup>th</sup>. One minor burn injury to a civilian. The fire was confined to one apartment.



**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  
**March 2024 ...100%**

Of the 22 customer survey cards we received in March, all 22 had the highest overall rating of 5. Some of the comments we received were; *"The people who met me at my home were professional, knowledgeable, efficient, and courteous. Thank you so much for your help."* Another read; *"Excellent service. Felt that I was well taken care of. Very friendly. Kept talking to me which helped distract me from fighting my closing lungs. Thank you to all of you! You're the best!"*

### **Call Statistics:**

For the month of March, we responded to 587 calls for service. Last year at this time, we responded to 540 calls. This places our year to date calls at 1,751, which is 181 more calls or 10.3% higher than last year. Average calls per day for the month were 19.2.

Of the 587 calls for service this month, 366 of the calls were for EMS. We had 298 patient contacts and transported 269 patients. This time last year, we had 261 transports.

### **Fire Calls:**

During the month of March, we ran 9 fire calls compared to 14 in March 2023. We had 25 alarm calls, which is 15 less 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:**

<b>Trauma Alerts</b>	<b>1</b>	Transported to appropriate facility	<b>100%</b>
<b>Stroke Alerts</b>	<b>6</b>	Transported to appropriate facility	<b>100%</b>
<b>STEMI Alerts</b>	<b>2</b>	Transported to appropriate facility	<b>100%</b>
<b>Sepsis Alerts</b>	<b>5</b>	Transported to appropriate facility	<b>100%</b>

**Correct treatment, destination, and procedures done 100%**

## **Significant Incidents:**

- **A Shift:** On 3/27, Quint 151 was dispatched to a smoke investigation. Upon Quint 151 responding, the call was upgraded to a commercial structure fire at 1179 Eaton Circle. Battalion Chief 151, Division Chief 151, Medic 151, Engine 152, Engine 153, Medic 153, Engine 154, Engine 155, and Safety 151, were added to the reclassified commercial structure fire assignment. Units arrived and found a mostly extinguished kitchen cooking fire. Extinguishment, searches, evacuation, ventilation, utility control, etc. completed. One burn injury to a civilian, we did not transport. Only the apartment that was effected was deemed uninhabitable.
- **B Shift:** On 3/31, crews responded to a fuel spill that was greater than twenty-five gallons. Quint 151 arrived to report a semi-truck actively leaking diesel fuel from a driver's side saddle tank on the north bound on ramp to Interstate 25 at mile marker 182. Safety 151 arrived to report the spill originated on Kinner Street to the north bound on ramp to Interstate 25. Battalion 151 arrived to assume command and request the Castle Rock Streets Division, CDOT, and CSP to respond. Hazmat 153 arrived to assist the crew from Quint 151 with spill containment and leak control. Engine 154 was added to the call for additional staffing and a hose line while the leak was being off loaded into an over pack drum. Safety 151 was assigned scene safety and assisted with traffic control. The spill was estimated at 110 gallons total. Crew members worked to stop the active leak and dam the material with dirt prior to it entering into any drainage system. The spill on the roadway was mitigated by using sea sweep and floor dry. The leak on the roadway from Kinner Street to the on ramp was swept by the Streets Department and left for the spiller to dispose of. All active leaks were stopped, and any free-flowing fuel was contained to the dirt alongside the on ramp.

## **Life Safety Educators:**

In March, we continued to have numerous scheduled events and contacted 2,526 residents through 9 public education events, 2,410 of which were children, and numerous other contacts through unscheduled events at the stations.

A synopsis of events that occurred this month include;

- FLSE's Duncan and Sanderlin attended a Youth Firesetter Intervention Workshop with other specialists from around the state. This event was hosted by Children's Hospital Colorado and the Colorado Risk Reduction Network
- FLSE Sanderlin participated in a Douglas County Schools career fair held at Legend High School
- Completed a Hands Only CPR class at World Compass Academy
- Aided three residents to complete a BLS Heartcode skills check off
- Participated in the annual read-a-thon at Meadowview Elementary
- There were also several unscheduled public visits at the stations that crews participated in
- There were 26 car seat checks completed throughout the month at various stations.



Crews at a local school for public education



During February 2024 (reporting is one month in arrears), 1,081 users were following CRFD on the PulsePoint app. There were 5,262 Monthly Active Users (MAU). MAUs represent individuals actively following CRFD on the app during the reported month.

Here is a chart of our Facebook information for February (reporting is one month in arrears)

CRFD Facebook February 2024	
	4,100 Followers
	1,057 Likes and Reactions
	7,100 Page Views
	1,330 Post Engagements

#### **Deputy Chief Commentary:**

We have a 10.3% increase in calls for service over this time last year. There continues to be an overall increase in the majority of our call types.

Through significant snow events in March, we upstaffed appropriate units to ensure response to all calls for service. This included staffing an extra medic unit, the TRV, and our plow truck. All of these units were used during these events.

Our compliance rate with the state for our EMS data submission has returned to the 90<sup>th</sup> percentile. It appears the challenges we had seen previously, have been corrected.

We have completed the legal agreements, and have begun training with the State Naloxone Project. We anticipate having the naloxone delivered and ready for use by May 1.

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.

In March, members were involved in physical fitness for a total of 404.8 hours. Annual physical fitness assessments for all members continue and will be completed by May 1.



One of the many motor vehicle crashes we responded to during the storms.

## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues:**

We began meeting with our Owner's Representative on the Station 156 construction project. To date, we have been working on addressing site issues, developing a budget, and trying to answer other questions that have come up in the PREAPP process. The site will accommodate the station as well as a Parks and Open Space trailhead parking lot, which was already programmed for this plat. In addition, the site can also accommodate a Logistics Facility attached to the station. This, of course, significantly increases the cost of the building, but we already own the land (meaning we don't have to buy land), and it addresses a significant need for our Logistics Division. This was presented to Mr. Corliss as a potential option, and his direction was to move forward with this concept. While it is not a done deal, it is a step forward.

Wildland mitigation work on town-owned property began 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. Weather dependent, April is still a realistic completion date.

We continue to watch the Town's sales tax revenue, and still expect that 2024 sales tax revenue may be lower than projected. We already know that we will not be able to meet our projections for the 2023 5-year balanced financial plan (BFP), and we are working with Mr. Corliss and Finance on adjusting the BFP as part of the 2025 budget process.

As reported last month, if sales tax remains lower than projections in 2024, we may have to be even more frugal with our budget this year. We will closely watch all expenditures, and ensure that we are being financially prudent. For 2025, we may not get any additional positions that have been requested, we may have to delay some purchases and apparatus replacements, and our budget requests for non-personnel items are basically flat. We need to be prepared for this reality while we continue to focus on maintaining our level of service.

With that said, we submitted our 2025 Budget Requests and Business Cases at the end of the month. We continued to ask for positions across all divisions as we still have a significant need, and we requested funding for a couple of smaller items. We know that we will not be approved for all of the requested positions, but it is important to keep these front and center. If something should change as it relates to revenue, then the requests and justifications for these positions is already complete.

### **Fire Chief Commentary:**

Our Fallen Firefighter Memorial project continues to progress. After the PREAPP meeting with the town, it was determined that it is feasible to move forward on this site. We are still working on the agreement between the Town and Library to be able to use their property, and once that is signed, we will continue to move forward with design concepts which will lead to the development of a budget and construction process. More to follow on this project as well.

Working with the Town's Natural Resource Specialist, we are obtaining bids to bring goats back this year for wildland mitigation. We are looking at the Metzler Family Open Space again as well as areas in the Woodlands. Once we receive the bids back, we will decide on which projects to pursue, or both, if it is financially feasible. We have some other mitigation projects that need to be done, so we will have to evaluate each project based on available funding.

We participated in a meeting with Douglas Regional Communications Center on the replacement of their Incident Dispatch Team (IDT) vehicle. The current vehicle was decommissioned after it was determined that it had numerous mechanical issues and was at end of life. Funds were appropriated by the 9-1-1 Board for this replacement, and this meeting was to discuss type of unit, programming, and costs. Until this unit is received, if the IDT is needed for a call, we will have to request South Metro's unit.

Lastly, we began discussions on what it will take to go live with CAD to CAD between Douglas Regional Communications Center and South Metro Dispatch. This has been in the works for several years, and we are finally at a point where the dispatch centers have been testing the system. This connection will allow us to automatically pull any unit from South Metro (and theoretically Jeffco as they are already connected to South Metro) and vice versa for calls without the dispatcher having to physically call the other comm center for the unit. There are still a number of items that need to be addressed, but we are very close and should see this go live within the next couple of months.

## **Fire and Life Safety Division:**

Division Chief Bart Chambers

### **Division Chief Commentary**

March was a month of training for the Fire and Life Safety Division along with preparing for the new FPO arriving on April 8, 2024. Our candidate for the Fire Plans Examiner removed himself from the process and was appreciative of the time we spent with him and his family when they came into town to see the community.



Sully, Nat and Buzz attended the National Fire Academy in March completing formal training in Fire Inspection I and II. Sully remained at the National Fire Academy for his third week of training successfully completing the Fire Protection Sprinkler System Plan Review course. Christina is leaving for the National Fire Academy the first week of April to attend the Fire Inspector I course. That will ensure all of our current staff be trained at the NFA with the same curriculum and standards.

We finalized our agreement with Safebuilt for plan review assistance and have submitted the credentials to DFPC for review and approval.

Over this last month, we have had information provided from the crews on fire prevention issues and concerns that have been seen within the Town such as access points being blocked into occupancies, fire lane access concerns, as well as fire protection systems having security equipment in place that hasn't been seen before. We appreciate this information and try to address it as quickly as possible for the safety of our community and the crews responding to calls.

Our move to Stripe within the Fire and Life Safety Division did not come to fruition, and we are still looking at a system that will assist us in our fee process and scheduling.

Our agreement with Brycer for cost share has been put in place as of April 1, 2024, and that will provide us with better accountability on our fire protection systems working with the property owners.

**Division Fire/Law Enforcement Training:** The Fire and Life Safety Division conducted 403 hours of training for the month of March.

**Inspections:** 92 Construction, 25 Business Inspections, 17 Mobile Food Vendors

**Plan Reviews:** 80 Plan reviews      **Permits Issued:** 17

**Complaints:** 2      **Citations:** 7      **CWPP contact hours:** 14

**CORA Requests:** 2      **Fire Prevention Customer Inquiries:** 30

**Fire/Investigation Responses:** 3 Responses and 2 follow-ups

**Stop Work Orders: 2**

**Fire Watch: 1**

**Plan reviews fees: \$9,821.41**

**ETrakit fees: \$8,871**

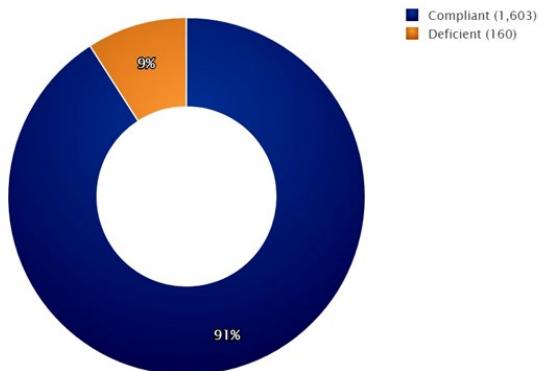
**Mobile Food Vendor Fees: \$600.00**

**Other Fire and Life Safety fees collected: \$750.00**

**TOTAL fees received: \$10,449.08**

**Brycer Compliance Engine Reporting for Fire Protection Systems: 151 deficiency reports**

Compliant vs. Deficient Systems



NFA Fire Inspector 2 class  
Sullivan, Howe and Sutherland



9

**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**

## **Training Division:**

Division Chief Oren Bersagel-Briese

### **Division Chief Commentary:**

Warmer weather brought a busy month of training to the department, including our annual wildland refresher training. Crews spent time reviewing hose deployments, helicopter water drop tactics, shelter deployment, and doing their required pack tests. Our DVCs, BCs, and ABCs also participated in several table-top incident command scenarios using a sand table and computer simulation to help us work through rapidly expanding and complex incidents.



**Department Training:** In addition to the wildland trainings, this month's 20s Drill featured the Sensit device – the new addition to our gas monitoring capabilities. Thank you to FF. Crewse for doing this training for us! We also saw the in-service for our new electric chainsaws and would like to thank ENG. Hinkle for leading us through that training. Finally, we'd like to thank FF. Kormen for putting together a great video on CPAP usage as part of our March EMS training.

**STOs:** At the end of the month, the Acting STO program got up and running at full depth, and we'd like to thank all of the ASTOs for engaging in some great conversation and training before getting cleared. In the future, we anticipate that there will be a task book for this position, but that will be built based on the experiences of the ASTOs in their current role. Our STOs also conducted several ride-a-longs with new dispatchers as part of their training process.

**CMCB:** Congratulations to Lt. Kunau for obtaining his Hazmat-Technician certification, and to FF. Travis for obtaining his Fire Instructor 1 certification. We would like to thank FF. Reed for representing CRFD as a Live-Fire Instructor SME during the recent test bank and curriculum review process. As part of our responsibility to teach the Officer Development Program courses, CRFD will be hosting a CMCB Fire Officer 2 course on September 25 and 26. Keep an eye out for registration information in early August.

**FTC Updates:** Our FTC Maintenance Team has been continuing to work on critical updates and maintenance at our training center. Specifically, they have been trudging through a massive project of tightening all of the bolts that hold the building together – something that hasn't been done since the building was constructed. They also removed the railing on the tower-mounted roof prop, but keep an eye out for more information about that prior to using it. We have several projects in the works for 2024, including a new partnership with a local roofer to regularly install shingles on the vent prop – making it a more realistic experience.

**Division Happenings:** In March, we were able to conduct follow-up meetings with all of the participants in the recent Acting Engineer (AENG) process. We also updated the AENG Task Book and continue to work on the forthcoming AENG school and ENG assessment center. Thank you to Lt. Patik and ENG. Gardner, as well as the other ENG SMEs for all of the help so far!

**Hiring Processes:** Unfortunately, we weren't able to fill the Fire Plans Examiner (FPE) position in the Fire and Life Safety Division, so that job is now reposted and will remain open until filled. We also have conditional FF job offers out to three people to join the August WMFR academy, and they are currently going through their 3Ps.

February department-wide training hours: 2,379

We are currently working on the following projects:

- AENG/ENG processes and class
- Burn plan for July fireworks location
- Annual CIRSA safety audit
- EMS training
- CMCB
- Asana software implementation



Vent prop training



Wildland training



The Colorado Emerald Society Band



Sensit training

## Logistics Division:

Division Chief Jim Gile

### Division Chief Commentary:

The Division has been hard at work on some large projects. These have included:

- Mattress replacement: work on replacing mattresses throughout the department based on the recommended mattresses from the sleep team study. This required work on information gathering, quoting and purchase requisition.
- Apparatus Team stand up: we were able to successfully move up the purchase of Unit 125's replacement in the schedule. Originally, this unit was not due for purchase until 2028. Due to the long lead times on apparatus, we were able to get it moved up to this year. With this adjustment in schedule, the Apparatus Team has been stood up, and we have already had a kickoff meeting to spec. our next apparatus.
- Radio replacement: this was scheduled through general long-term planning. The Division has been working with our vendors to bring in demo radios for use and operation. The first scheduled day for this will be April 11<sup>th</sup>. We are currently looking at evaluating the Motorola APX NEXT radio as well as the BK BKR9000 radio. Last year, we had some initial exposure to the Motorola NEXT; the Battalion Chief's and Division Chief's had the chance to use the radio at that time. The next stages of testing and evaluation are to utilize the Bluetooth to MSA feature during fireground operations.

In March, the Division was also involved in the annual fire extinguisher testing and inspection. LEST Landon Brunk accompanied the vendor to fire stations for this work to be done. In addition, Landon has done much work over his short time here to clean and organize the areas in the basement at Station 153. We were able to donate old and out of date gear and equipment to some departments around us that could use it. Landon has also done a lot of cleaning and organizing at the PSTF South in the logistics room. We were able to get Landon's work space set up so he is no longer at the front counter at the PSTF. All FIT testing for the year was completed and the PortaCount machine was sent in to the manufacturer for service and calibration.

Sr. EVT 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 March include, Units 101, 102, 106, 110, 111, 082, 080, 155, 134, 141, and 281. He had a total of 160 hours charged to units, and I had an additional 25 hours charged. In addition, Ben has continued to work with Rev Group and Fire Truck Solutions on the repairs and conversion of outrigger controls on Unit 125. Much work was also done on Unit 082. Quint 155 has been out of service for some time for emissions system repairs, Detroit diesel updates, reprogramming, write-ups and preventative maintenance (PM) service. During this time,



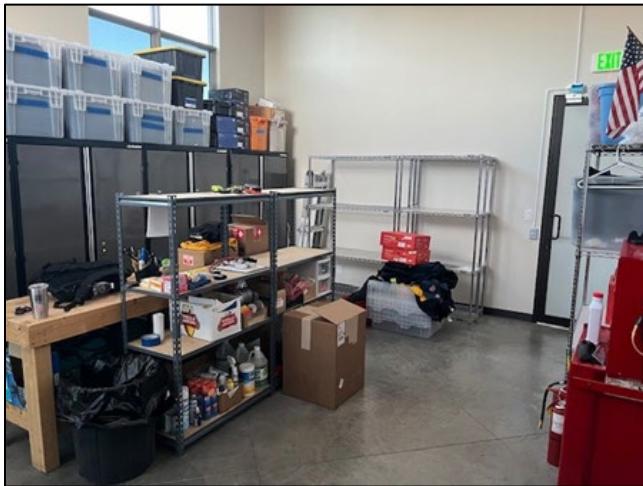
due to Q159 being out of service for aerial outrigger repairs and updates as well as vendor repairs we had outstanding, Quint 155 has been operating as Engine 155.

As part of Ben's PM service, he was servicing the pump transmission in accordance with manufacturer recommendations, which includes replacing fluid and installing a new filter. Ben does this service every 50 pump hours or annually. During this service, Ben found evidence of metal in the oil as well as larger pieces of what appeared to be bearing material. With this discovery, we have been in contact with Pierce and our Pierce dealer and the consensus is that a bearing has failed internal to the pump transmission. This was a great catch on Ben's part and likely prevented further damage and possible catastrophic failure. With this diagnosis, Unit 082 will be going up to Front Range/Pierce on Tuesday next week. There, the pump center section, which includes the pump transmission, will be removed and sent to Darley for teardown and repair. The projected time line for the pump repair is 35-45 days not including the remove and replace time at Front Range. While the unit is there, we will also have the UL aerial test and any repairs needed, taken care of at that time.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for March are 5,903. Year to date is 16,875, and the total since we began the program is 279,380. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

### Division Project Report

Facilities projects	New medic unit build from Osage Ambulance
R&D Team projects	Station 153/154 landscaping planning
SCBA/radio communication project	Station 156 Apparatus:
Annual service and testing of equipment	Engine ordered
Radio replacements	Type VI contract completed
	Chassis delivered



13

## **Accreditation and Emergency Management:**

**Assistant Chief Craig Rollins**

March was a challenging month given my travel schedule, attending the CPSE Excellence Conference, enjoying some time off, and a two-week class at the National Fire Academy. Still, we made progress on several items.

ImageTrend uploaded a sample legacy data set of six months for validation and verification. The initial review looked as if the data is mapped properly, but there are a few data continuity issues we are working through. We have a couple of options and expect to have a solution by the end of the first week of April. As soon as the full data set is loaded, we will have a five-year data set in ImageTrend and the 2023 Standards of Cover will be updated using Continuum and Report Writer. We have a target date for completion of the end of May and hopefully adoption by Town Council in early June.

FF/PM Spronk attended a meeting, hosted by West Metro Fire, about the transition from NFIRS to NERIS. West Metro is one of the six agencies that are serving as an initial NERIS test site. They provided an overview of the system and its current user interface. Their comments were promising, but they also said the next iteration will be different. The next phase of the NFIRS to NERIS transition will happen in a few months with another 25 agencies to serve as additional test agencies.

The Town's Emergency Operations Plan (EOP) is finalized and will go to Council for adoption in May.

The Douglas County Emergency Operations Center (EOC) was activated for the March 15-16 snow storm. While this turned out to be a non-event as far as the EOC was concerned, it served as a good "real-world training" for several newer EOC team members.

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

*This link will automatically update on the 1<sup>st</sup> of each month*



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date:** 5/2/2024

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**Item #:** 3. **File #:** PS 2024-012

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March 2024



Photo Credit: PIO Temby

## 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**

# One-By-One Policing

*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.

I was just going over my citation and saw I could leave a comment on my stop. Just wanted to acknowledge [Officer Lastra], he was very professional and courteous. Not sure how many people say nice things about officers, wanted to make sure you were aware that. I think he is a valued member to your police force!

Appreciate all of you – TR 3/7/2024

Hello! Today I was driving through Castle Rock, Colorado with my two daughters (3 yrs old and 7 months old) and three puppies headed to Denver we live about 2.5 hours away. One of my worst nightmares happened when my car broke down right off the highway somewhere that we are not familiar with and don't know anyone.

I am so so thankful that [Volunteer B. Harney] drove by and stopped to help us. He was the kindest, most helpful person and I have no clue what we would have done without him. He went above and beyond and even checked on us a few hours later.

Just wanted to let y'all know how awesome of a volunteer you have in Bob and we will be forever thankful for his help today. – KS 3/13/2024



## Message from the Chief



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

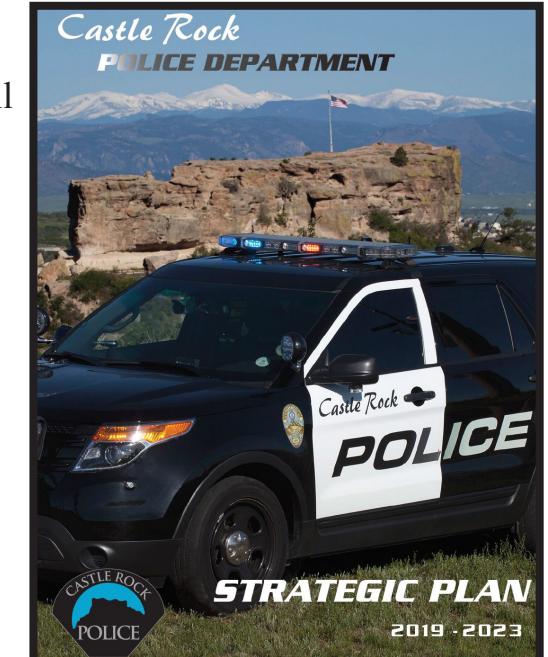
**Priority 2:** Traffic Safety

**Priority 3:** Employees

**Priority 4:** Prepare for Future Growth

**Priority 5:** Community Policing and Partnerships

**Priority 6:** Technology, Equipment and Training



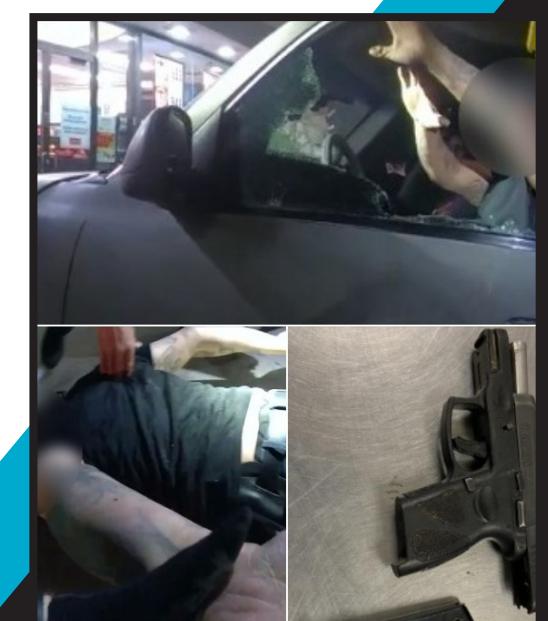
Read plan: [CRgov.com/PDplan](http://CRgov.com/PDplan)

## Leading with Success

The work never stops! The week of March 17, the Castle Rock Police Department took two wanted individuals with multiple warrants off the streets.

Through proactive policing, the Community Action Team located two wanted subjects (who are not Castle Rock residents) who had come into Town. While the driver refused to listen to commands and tried to drive away, our patrol teams and CAT were able to successfully take them into custody, recovering a gun in the process. With the driver being a convicted violent felon who was not allowed to possess a gun, this recovery was even more crucial. Officers also recovered some illegal drugs from the vehicle.

Outstanding teamwork by all to keep our Town safe and secure.



# 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 <sup>1</sup>	2024 FEB Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance
Homicide	0	0.1	0	0
Kidnapping	0	1.1	0	0
Sex Offenses	1	2.4	2	0
Aggravated Assault	0	1.2	1	1
Simple Assault	9	16.4	16	12
Intimidation	4	4.2	8	4
Human Trafficking	0	0.0	0	0
<b>Total</b>	<b>14</b>	<b>25.4</b>	<b>27</b>	<b>17</b>

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

Property Crime Offense- Group A	2024 FEB Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance
Burglary	4	6.7	4	1
Fraud/Forgery Related	21	39.4	45	3
Robbery	0	0.4	0	0
Theft-(All except below 3*)	25	43.8	54	6
*Motor Vehicle Theft	1	5.8	2	1
*Theft from Motor Vehicle	4	13.6	11	0
Vandalism	12	18.4	15	8
All Other Property Crimes	14	28.2	20	4
<b>Total</b>	<b>90</b>	<b>163.2</b>	<b>169</b>	<b>39</b>

Crime Offense- Group A	2024 FEB Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance
Persons Crimes	14	25.4	27	17
Property Crimes	90	163.2	169	39
Society Crimes	14	18.1	36	34
<b>Total Crime -Group A</b>	<b>118</b>	<b>206.7</b>	<b>232</b>	<b>90</b>

<sup>2</sup> 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
MAR	79	298.04	4.97
FEB	76	343.36	5.72
YTD 2024	220	318.54	5.31

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Cases assigned - Staff Advocates	26	38	16.1	78	107	-27%
Cases assigned - Volunteer Advocates	12	9	8.8	29	25	16%
Total cases assigned	38	47	25.0	107	132	-19%
Total victims served	65	143	46.7	181	302	-40%
Volunteer office hours	9	16	2.2	27	21	29%
Call out hours (incl. on-scene, phone)	33	45	25.1	99	109	-9%

Victim assistance programs in Douglas County strive to provide culturally competent services by providing ongoing training from diverse victim service agencies. In March, Lone Tree Police Department invited Servicios de la Raza to our joint law enforcement victim assistance volunteer training. Advocates from Servicios de la Raza reviewed the multitude of services available, which includes behavioral health, employment assistance, and youth empowerment. They also provide case management for victims of crime, including safe exit planning and relocation, support groups, and a 24- hour bilingual crisis line.



## 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	2024 FEB	2024 MAR	3-YR MO. AVG	2024 YTD <sup>1</sup>
Traffic Crash Total	72	66	69.7	223
DUI Enforcement				
Traffic Type	2024 FEB	2024 MAR	3-YR MO. AVG	2024 YTD
Driving Under the Influence (DUI)	3	6	7.1	15
Traffic Enforcement				
Call Type	2024 FEB	2024 MAR	3-YR MO. AVG	2024 YTD
Traffic Tickets Issued	111	109	120	338
Written Warnings	133	87	116	375
Traffic Stops	476	374	418	1,314

<sup>1</sup> YTD numbers are verified monthly, which may result in updated data.



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
2024	2	92	2.1%	-60%
2023	5	92	5.4%	-41%
2022	8	87	9.2%	84%
2021	4	80	5.0%	-50%
2020	8	80	10.0%	-12%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (incl. Vol.)
MAR	92	2	34.5	128.5	24	7	159.50
Authorized FTE positions:	95	Authorized FTE positions:	34.5	129.5			

Training Hours						
Total Hours	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Internal/External	1,169	1,053	1,053	2,540	2,475	3%
Types of Trainings						Hours per Type
Internal/In-service (Bulletproof Courtroom Testimony)						727
<b>External Training</b> - Anti Bias policing, IACP Wellness Conference, Supervisors Leadership Training, Self-Generated Content and Sextortion Awareness and Prevention, Rifle User Class, Speed and Accuracy Firearm, Basic CIT, Critical Incident leadership, Child Abduction Response Team, NHTSA Train The Trainer [SFST], ABLE Train The Trainer, Crisis Negotiations Skills, Reid Interview interrogation						442

Accomplishments / Recognition						
Type	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Compliments/Commendations	4	13	8.2	13	25	-48%
Recognition/Awards	0	0	4.9	2	2	N/A

# Priority 4: Prepare for Future Growth

# Priority 4: Future Growth (continued)



Goal 1: Monitor Townwide population growth estimates

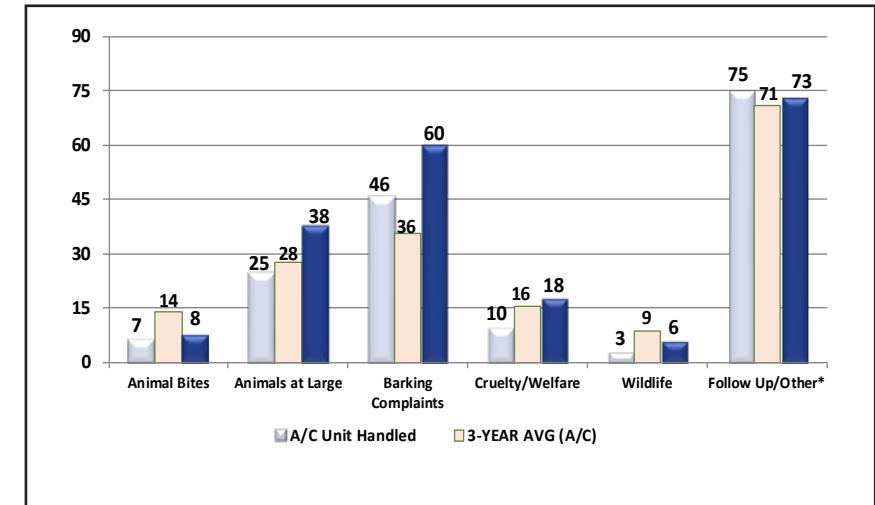
Goal 2: Monitor Police Department workload

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	2024 MAR	3-YR MO. AVG <sup>1</sup>	2024 YTD	2023 MAR	2023 YTD
CFS TOTAL, includes all call sources	4,586	4,645	14,202	4,864	12,840
Priority 1 Calls For Service	96	98	254	90	265
Priority 2 Calls For Service	1,045	996	3,128	940	2,745
CFS, excludes self-initiated radio calls	2,320	2,273.8	6,815	2,076	6,004

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

## Animal Control Unit (ACU) Monthly Response Comparison



ACU Percentage of CRPD's Total Calls for Service (CFS)	
Call Types	ACU %
Animal Bites	88%
Animals at Large	66%
Barking Calls	77%
Cruelty/Welfare	56%
Wildlife	50%
Follow-up/Other <sup>1</sup>	103%

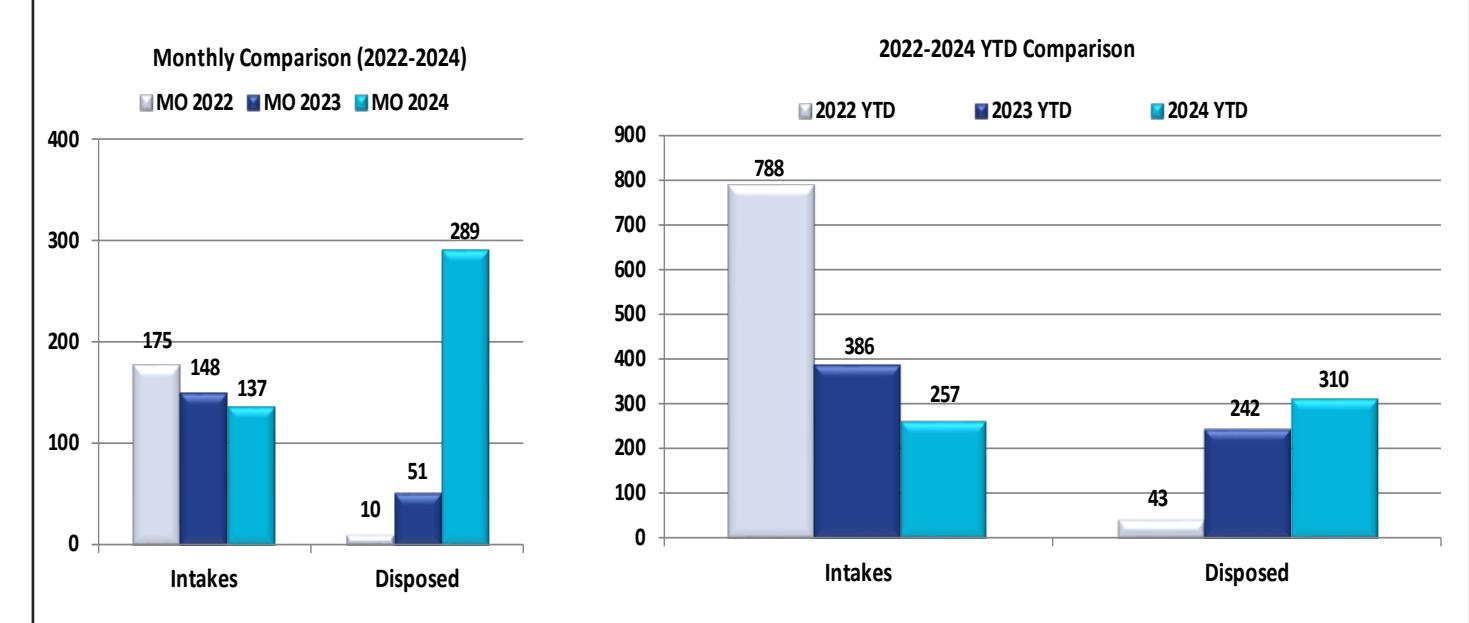
<sup>1</sup> ACU responds on other departmental-call types, incl. patrol-related calls for service.

## 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)
FEB	486	17	3.67	99.4%	99.6%	179.6
JAN	523	17	3.81	98.8%	99.8%	198.7
DEC	601	19	3.90	98.5%	99.8%	157.2
<b>2024 YTD</b>	<b>1,009</b>	<b>17</b>	<b>3.74</b>	<b>97.9%</b>	<b>99.8%</b>	<b>185.4</b>
<b>22-24 Monthly AVG</b>	<b>537</b>	<b>18</b>	<b>3.47</b>	<b>98.7%</b>	<b>99.8%</b>	<b>185.4</b>
Non-Emergent Calls	# of Calls	Avg per Day	APCO/NENA Standard: <sup>2</sup>	90%	95%	N/A
Administration Calls (MO)	3,614	125				
Outbound Calls (MO)	3,623	117				
<b>Administration Calls (YTD)</b>	<b>7,237</b>	<b>121</b>				

**Due to technical difficulties, incoming call data for March 2024 is unavailable.**

## Property & Evidence



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

## Priority 4: Future Growth (continued)

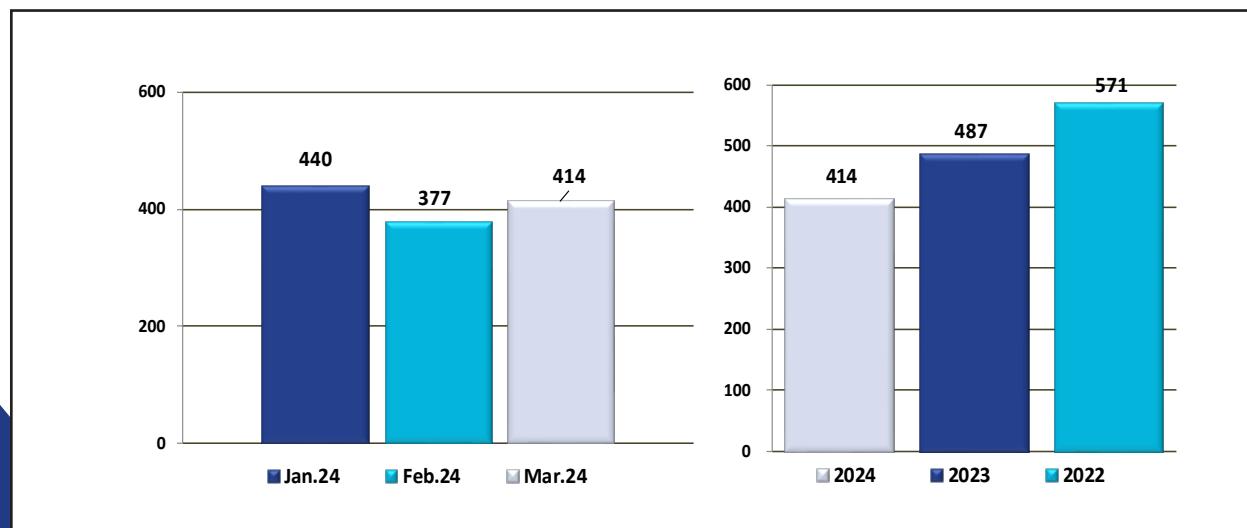
### Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
MAR 2024	130	414	527	68	0	888	9	350
MAR 2023	100	371	361	47	0	864	6	340
% Change 2023-2024	30%	12%	46%	45%	N/A	3%	50%	3%
<b>3-YR MO. AVG.</b>	<b>74</b>	<b>385</b>	<b>382</b>	<b>41</b>	<b>1</b>	<b>817</b>	<b>3</b>	<b>369</b>

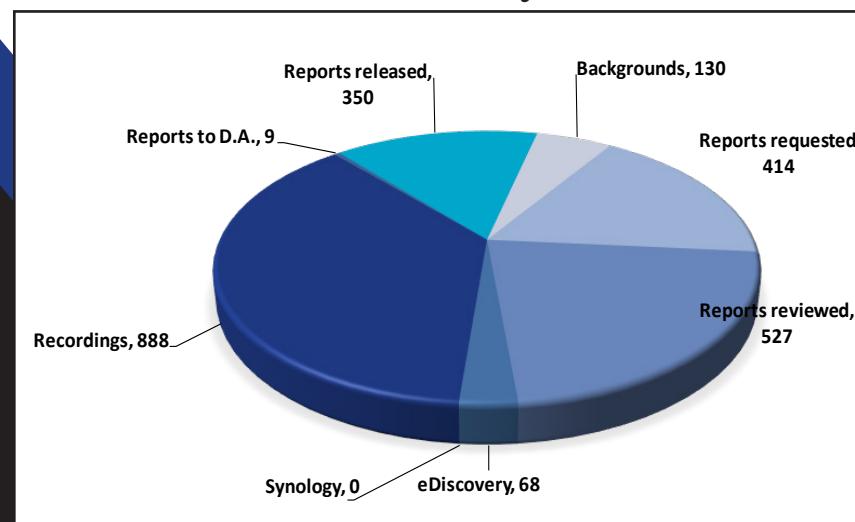
\* Felony drug cases

### Total Reports Requested

#### Three-Month Comparison      Year-to-Date (2022-2024)



### 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	2024 MAR	2023 MAR	3-YR MO. AVG	2024 Total	2023 Total	% Change 2023-2024
Crime Free Multi-Housing	1	0	2.1	28	25	12%
Crime Free Self-Storage	0	0	0.9	16	8	100%
Rock Watch	0	1	75.4	1,002	899	11.5%
CPTED (Crime Prevention)	1	0	2.7	44	36	22%
R-U-OK	0	1	2.4	37	35	6%
<b>Total Activity</b>	<b>2</b>	<b>2</b>	<b>83.6</b>	<b>1,127</b>	<b>1,003</b>	<b>12.4%</b>

Note: For more information on the above programs, visit [CRgov.com/Police](http://CRgov.com/Police).

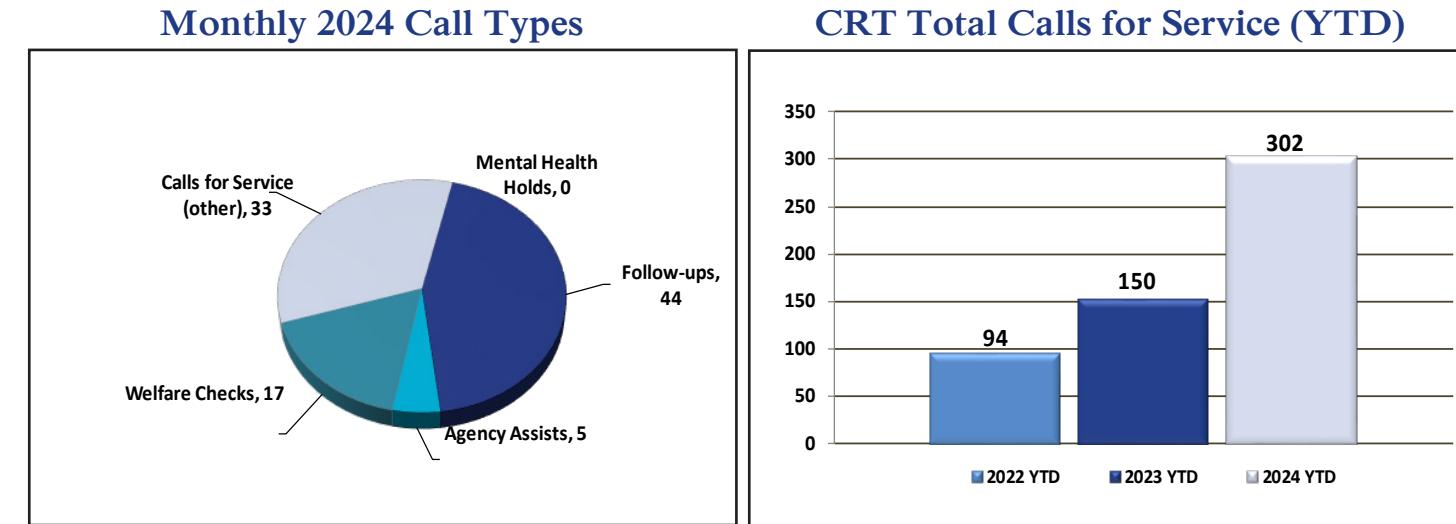
Volunteer Hours						
Unit Hours	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Explorer Unit	100	149	205.0	345	325	6%
Victim Advocates	407	345	279.0	1,237	1,099	13%
Volunteers in Policing (CSVs, Admin)	77	26	294.4	173	78	122%
<b>Total</b>	<b>635</b>	<b>530</b>	<b>947.7</b>	<b>635</b>	<b>530</b>	<b>20%</b>

### Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
MAR 2024	Facebook	Twitter	Nextdoor	Instagram
Followers	21,494	5,015	42,232	4,184
Number of Posts	34	11	4	21
Total Viewer Engagement	<b>31,423</b>	<b>55</b>	<b>15,573</b>	<b>2,583</b>
Police				
Total Call Outs or Incident Response	12		0	
TOTAL				
Media Inquiries			9	

# Priority 6: Technology, Equipment & Practices

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



**Domestic Violence Cases**

Call Type	2024 FEB	2024 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023 - 2024
DV Investigations	35	35	36	70	101	-30.7%
DV Arrests- Misdemeanor	4	9	8	13	26	-50%
DV Arrests- Felony	1	1	2	2	5	-60%
<b>DV ARRESTS TOTAL</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>14</b>	<b>31</b>	<b>-55%</b>

**ePoliceReporting**

Online Crime Reports	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Reports received	29	22	32.1	83	78	6%

**CueHit (Customer Service Measurement Tool)**

Customer Service Surveys		Rating Results (1 - 5 with 5 as our goal)					
MON/YTD	Sent	Received	5	4	3	2	1
MAR	245	111	99	4	2	2	4
FEB	270	125	113	4	3	3	2
JAN	292	162	140	12	1	3	6
<b>YTD*</b>	<b>807</b>	<b>398</b>	<b>352</b>	<b>20</b>	<b>6</b>	<b>8</b>	<b>12</b>

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.

## Department Highlights



### PIO Temby's Corner

#### Top Social Media Post

March 11, 2024, 4:45 p.m.

Breaking news -- it's Buttercup and Buddy, live from Denver! If you tuned in to this morning's news, there's a chance you saw the Castle Rock Police Department! Master Police Officer Gillespie (and Buttercup) and Master Police Officer O'Donnell (and Buddy) were on FOX31 and Channel 2 Daybreak talking about CRPD's Police Therapy Dog program.



In 2021, CRPD was the first agency in the state to permanently pair a police therapy dog with a school resource officer. Now, we're the first in the state to permanently pair a police therapy dog with a co-responder team for calls involving mental health. We're so grateful for the opportunity to share how these dogs have made such a positive difference for our officers and community.



### K9 Unit

#### Officer Fellows and Shogun

##### Patrol Deployments: 3

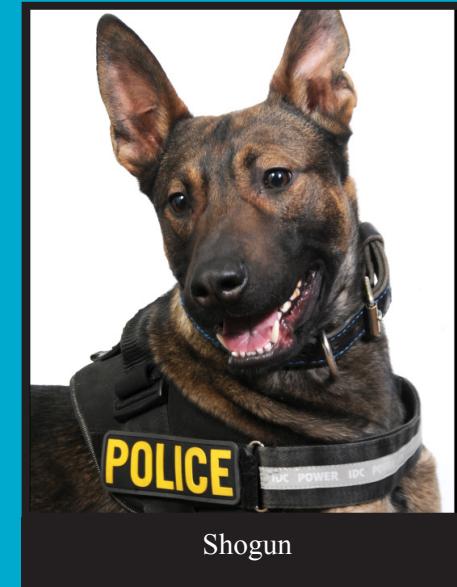
The K9 Unit was deployed on 1 building search and 2 protection deployments.

##### Narcotics Deployments: 4

The K9 Unit deployed 4 times on vehicle sniffs.

##### Training: 12 hours

Officer Fellows and Shogun trained a total of 12 hours.



Shogun

**\*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 high-risk attempts to contact.