



## Public Safety Commission Agenda

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Thursday, April 4, 2024

3:00 PM

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

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

### Approval of Meeting Minutes

[PS 2024-009](#) Public Safety Commission meeting minutes - Mar. 7, 2024

Attachments: [PSC 03.07.2024 Minutes](#)

### Fire Department Report

[PS 2024-010](#) CRFD February Report

Attachments: [CRFD February Report](#)

### Police Department Report

[PS 2024-011](#) CRPD February Report

Attachments: [CRPD February Report](#)

### New Business

### Old Business

### Commissioner Comments and Questions

### Adjourn



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date: 4/4/2024**

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**Item #: File #: PS 2024-009**

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## Public Safety Commission Meeting Minutes - Final

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, March 7, 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 & Rescue Headquarters or the Police Department.

### Call to Order and Attendance

Chairperson Marsh called the meeting to order at 3:02 p.m.

Guests - Officer Scott Gillespie  
Officer Dave Knight  
Sergeant Kal Collins  
Castle Rock Rotarian Wes Shuneman

**Present** 9 - Vice Chair Clark Hammelman, Andy Powell, Don MacBrayne, Richard Morton, Carl Smith, Steve Thayer, Debra Beck, Laurie Van Court, and Chairperson Nate Marsh  
**Attendance** 3 - Rich Martin, Jack Cauley, and Kim Stremel

### Approval of Meeting Minutes

[PS 2024-178](#) Public Safety Commission meeting minutes - February 1, 2024

**Ms. Beck moved to approve the February 1, 2024 minutes. Mr. Thayer seconded the motion; the motion carried.**

**Yes:** 12 - Vice Chair Hammelman, Powell, MacBrayne, Morton, Smith, Thayer, Beck, Van Court, Chairperson Marsh, Cauley, Martin, and Stremel

### Fire Department Report

[PS 2024-179](#) CRFD January Report

- Commission members were emailed a copy of the Fire Department's January report prior to today's meeting.
- Deputy Chief Martin was in attendance for Chief Croom and provided a brief update on the fatal residential fire.
  - The fire appears to be accidental in cause
  - All agencies are awaiting toxicology on the victim
  - The Shift Training Officer was present during this call and was instrumental to scene safety.
- Deputy Chief Martin is retiring in July
  - Training Chief Oren Bersagel-Briese will promote to Deputy

## Chief

- A recruitment for Training Chief will occur prior to July
- Fire Command Staff attended training in Golden, where they utilized a 3D exercise-based tabletop model that represented the terrain of Castle Rock. This exercise provided visualization as to how and where fire could spread and allowed staff the opportunity to apply that knowledge to firefighting tactics/strategies.
- Deputy Chief Martin was asked where citizens can find a copy of the Emergency Operations Plan for the Town of Castle Rock. It can be found on the Town's website; <https://crgov.com>
- Commission members asked where information can be found on CPR classes. Classes are offered quarterly and can be found on <https://crgov.com>

## Police Department Report

[PS 2024-180](#) CRPD January Report

- Commission members were emailed a copy of the Police Department's January report prior to today's meeting.
- Chief Cauley introduced Officer Scott Gillespie, who is the primary program director of the Castle Rock Police Department's Youth Police Academy
- Officer Gillespie spoke of the programs highlights, accompanied by a video presentation
  - The program is 2-weeks long in the summer and is offered to participants between the ages of 13 to 17
  - Each 1-week long co-hort hosts up to 25 participants
  - The Youth Police Academy trains participants to be leaders among their peers
  - The Academy exposes participants to over 50 policing topics such as interviewing, crime scene investigation, de-escalation techniques, driving, etc.
  - The Youth Police Academy is an excellent feeder program for the PD's Explorer Post
  - Castle Rock Rotary has been a major source of funding for the program, providing students with an optimal experience

## New Business

- Four members terms are up this spring.
- The Town Manager's Office will provide direction for eligible candidates to Debbie and Kim which will be shared with the group in the near future.

## Old Business

- Commission Member Beck provided all Commission members with a spreadsheet she created that breaks down the Commission's bylaws and associated responsibilities.
- She asked Commission members to review and provide feedback at the next meeting to determine if the Commission is on task and performing their responsibilities as described in the bylaws.
- The Commission sees this as an on-going task in order to work through the document thoroughly.
- Chairperson Marsh suggested the Commission bring a list of actionable items to the next meeting to discuss with Chief Croom and Chief Cauley regarding the Commission's role when being asked to vote on community issues that pertain to public safety, such as Strategic Plans, etc.

## Commissioner Comments and Questions

N/A

## Adjourn

Mr. Hammelman made a motion to adjourn the meeting, Ms. Beck seconded the motion. All were in favor.

The meeting was adjourned at 4:20 p.m.

The next Public Safety Commission Meeting is scheduled for April 4, 2024 at 3:00 p.m. at the Police Department.



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date: 4/4/2024**

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**Item #: File #: PS 2024-010**

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# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

## February 2024 Monthly Report

**Department News:** A few pictures from a structure fire.



**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  
**February 2024 ...100%**

Of the 16 customer survey cards we received in February, 16 had the highest overall rating of 5. Some of the comments we received were; *“They were wonderful in showing my husband how they treated me! I do not remember much but I remembered when they covered me and tucked me into the ambulance. Very gentle!”* Another read; *“The individuals treated our niece very well, keeping her calm and as comfortable as possible. We were very pleased with the timeliness and care!”* Another read; *“Took the time to grab anything they thought I might need from my car and were very responsive to my needs. Thank you.”*

**Call Statistics:**

For the month of February, we responded to 525 calls for service. Last year at this time, we responded to 493 calls. This places our year to date calls at 1,163, which is 133 more calls or 11.5% higher than last year. Average calls per day for the month were 19.3.

Of the 525 calls for service in February, 352 of the calls were for EMS. We had 284 patient contacts and transported 258 patients. This time last year, we had 251 transports.

**Fire Calls:**

During the month of February, we ran 10 fire calls compared to 12 in February 2023. We had 23 alarm calls, which is 11 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:**

<b>Trauma Alerts</b>	<b>0</b>	Transported to appropriate facility	<b>0%</b>
<b>Stroke Alerts</b>	<b>8</b>	Transported to appropriate facility	<b>92%</b>
<b>STEMI Alerts</b>	<b>0</b>	Transported to appropriate facility	<b>0%</b>
<b>Sepsis Alerts</b>	<b>0</b>	Transported to appropriate facility	<b>0%</b>

**Correct treatment, destination, and procedures done 92%**

### **Significant Incidents:**

- **A Shift:** On February 20, Battalion 151, Bureau 154, Chief 151, Chief 157, Division Chief 151, Engine 152, Engine 153, Engine 154, Medic 151, Medic 153, Medic 154, Quint 151, Safety 151, and Training 151 responded to a residential structure fire with a fire victim reported in the basement on Sixth Street. Units arrived and immediately completed a victim rescue from the basement and provided ALS care including CPR. The fire was extinguished immediately post rescue, from a basement bedroom. The patient was transported emergent to Castle Rock Adventist ER and was pronounced as deceased at the ER. No firefighter injuries were sustained.
- On February 13, Quint 151, Quint 155, and Safety 151 responded to southbound I25 and mile marker 182 for a passenger vehicle fire. The vehicle collided with a hay bale, which got lodged inside the engine compartment, starting the fire. The fire was contained by Quint 155, and valuables were salvaged for the property owner.
- **B Shift:** On February 23, Battalion Chief 151, Chief 151, Safety 151, Brush 151, Brush 155 and Brush 154 responded to a large brush fire in Larkspur. The fire was approximately 153 acres.

### **Life Safety Educators:**

In February, we continued to have numerous scheduled events and contacted 760 citizens through 9 public education events, (639 of which were children), and numerous other contacts through unscheduled events at the stations.

A synopsis of events that occurred this month include:

- February was American Heart Awareness Month. With this, we partnered with CRPD and Town Communications for a messaging campaign around Heart Month. This involved creation of an informational video with heart health education from CRFD and CRPD, messaging throughout the month and more. The video had over 500 views throughout the month.
- CRPD and CRFD hosted a Hot Cocoa for American Heart Awareness Month event at Festival Park, where citizens were encouraged to come meet first responders and learn about the PulsePoint app. This 2-hour event allowed CRFD to connect with 45 community members.
- 18 members from a local house of worship participated in a Hands Only CPR and Stop the Bleed training.
- 10 residents completed a Hands Only CPR class.
- There were two career fairs where FLSE Sanderlin represented the department.
- FLSE Sanderlin did a wildland preparedness presentation to the local Kiwanis Club and Rotary Club.
- FLSE Duncan worked with a Girl Scout Troop for a station tour.
- There were also several unscheduled public visits at the stations.
- There were 18 car seat checks completed throughout the month at various stations. All customers indicated after our contact with them, that they are “better educated in child passenger safety after this experience”.
- Crews also assisted and participated in several public education events.

During January 2024 (reporting is one month in arrears), 1,049 users were following CRFD on the PulsePoint app. There were 5,092 Monthly Active Users (MAU). MAUs represent individuals actively following CRFD on the app during the reported month.

CRFD Facebook October 2023	
	4,000 Followers
	1,122 Likes and Reactions
	5,300 Page Views
	2,175 Post Engagements

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

**Deputy Chief Commentary:**

We have a 11.5% increase in calls for service over this time last year. There has been an overall increase in the majority of all of our call types.

We tragically had a residential structure fire that resulted in one person perishing. The cause of the fire remains under investigation. Crews did an outstanding job effecting a search, and removing the victim as rapidly as possible, so all possible life saving care could be attempted, as well as extinguishing the fire.

We've also seen an increase in wildland fires this past month due to increasing temperatures and chinook winds. We assisted Larkspur Fire on an approximately 153-acre fire.

We continue to move forward with our newest members with ongoing orientation and station rotations.

Our compliance rate with the state for our EMS data submission saw a decrease. In investigating this, we found that this was partially due to a bug in the state's system, and our team members reports not getting uploaded in the maximum amount of time allowed. This was addressed with officers at our meeting held in February.

Work continues at a steady pace implementing policy and protocols and for the state Naloxone Project during our ongoing monthly meetings.

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 February, members were involved in physical fitness for a total of 348.25 hours. All medical physicals have been completed. Annual physical fitness assessments for all members continue and will be completed by May 1<sup>st</sup>.

Promoting Heart Month with Castle Rock Police Dept.



**It's Heart Month,  
Castle Rock!** **SPOTLIGHT  
ON SAFETY**



Awaiting the opening at one of the career fairs

**Vision - To Be The Best - at providing emergency and prevention services**  
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## **Administration Division:**

### **Fire Chief Norris Croom**

#### **Key Admin Issues:**

An Owner's Representative was selected last month to begin the Station 156 construction process. The successful bidder was Dunakilly Management Group, which is the same company we used for the Station 152 construction project. The contract is in the process of being finalized, and once on board, we will begin working with them on a construction budget, more refined timeline, and developing an RFP for an architect. Much more to come as we move forward with this project.

We signed a contract 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. Work was expected to begin late February with an expected completion date in March or April, but weather, again, played a factor into the start date. Weather dependent, work should now start in early March, and hopefully, April is still a realistic completion date.

The Town's sales tax revenue only grew at 2.8% last year, well below our initial projection of 6% and a mid-year revision of 3%. As a result, we expect that 2024 sales tax revenue will also be lower than projected, and we will not be able to meet our projections for the 5-year balanced financial plan.

What does this mean for the department? 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. Going forward, we may not get additional positions that have been requested, we may have to delay some purchases and apparatus replacements, and we may be asked to try and reduce our budget where we can. At this time, nothing is set in stone, but we need to be prepared for this reality. We did it before during the recession, and we came out of that relatively successful, so I'm confident we can do this again if needed.

#### **Fire Chief Commentary:**

We advertised internally for the Deputy Fire Chief position to fill the vacancy that will be caused by Deputy Chief Martin's retirement in July. Division Chief Oren Bersagel-Briese was selected to fill this role effective May 1. This will allow approximately two months of transition time with Deputy Chief Martin so that we hopefully have a seamless transition. Congratulations Oren!

As a result of Oren's pending promotion, this will leave a vacancy in the Division Chief of Training position. We will be working to determine how to fill this position as well as a time frame so as to minimize the impact to training.

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.

We had another meeting with South Metro Fire, the developers of the Canyons North project, and the City of Castle Pines to determine a location for a future fire station in this development. The southern half of the development is in the Castle Rock Fire Protection District with the remainder in South Metro. After reviewing potential station sites, the decision was made to further explore sites in South Metro's district due to distances, response times, and site development issues. The entire development is in the City of Castle Pines, and it is located immediately east of Sapphire Point and will be able to be accessed from Crowfoot Valley Road.

Finally, I attended the funeral for Joe Procopio, Commander, USN (ret.) and former Councilmember/Mayor Pro Tem. Councilmember Procopio was a decorated veteran, dedicated public servant, and the consummate professional. The department had numerous interactions with Joe, and he even joked that after his stroke, we had a GPS chip put in so that we could monitor his location and condition. He will be greatly missed!

## **Fire and Life Safety Division:** **Division Chief Bart Chambers**



### **Division Chief Commentary**

February was a productive and busy month for the Fire and Life Safety Division. We conducted interviews for the Fire Plans Examiner position and have offered a candidate the position. The candidate brings a depth of knowledge and the required skill set for this position. Inspections and investigations have also been increasing, and we are looking to better serve our community in the needs for fire and life safety inspections on established businesses and facilities as well as our increased workload on new commercial inspections.

Staff has been excited with the upcoming training courses they will be attending at the National Fire Academy as well as Fire Investigation classes to fine tune their respective skill sets.

On February 20, we responded to a residential structure fire with a fatality. The investigators worked with CRPD on this incident, and the cause of the fire is still under investigation.

We also are working with Safebuilt to finalize a contract for plan review assistance due to our increased workload on plan submittals from the Town and County. We are hopeful with the onboarding of the new Fire Plans Examiner that this will be an infrequent utilization to ensure better customer service without compromise for fire and life safety requirements.

In our ongoing move to establish Stripe within the Fire and Life Safety Division, we have gotten approval from IT and the accounting division to move forward with this project. We are waiting on a response for the Stripe Software invoicing company on an amendment from legal to the terms and conditions agreement. We anticipate no issues and are hoping we will be using this new tool soon.

Thanks to Debbie and Lori for assisting in payment processing for the division. Their assistance has reduced the administrative time the FPO's spend in the office and allows them to conduct required and needed fire and life safety inspections.

Thanks to FF Pete Jones for assisting in transferring archived data from ER to Image Trend. He has spent numerous hours inputting this information. This is advancing the ability to move completely out of ER as ER will no longer be in service by the end of the year. This is a massive undertaking and having Pete do this for us is extraordinarily helpful in moving the division forward.

We have also moved forward with amending our agreement with Brycer to have a cost share, where we will be obtaining fees from Brycer back to the department for businesses needing to comply with maintaining their fire protection systems, alarms and extinguishers.

**Division Fire/Law Enforcement Training:** The Fire and Life Safety Division conducted 42 hours of training for the month of February.

**Inspections:** 114 Construction, 27 Business Inspections.

**Plan Reviews:** 104 Plan reviews      **Permits Issued:** 30

**Complaints:** 2      **Citations:** 2      **CWPP contact hours:** 4

**CORA Requests:** 5      **Fire Prevention Customer Inquiries:** 72

**Fire/Investigation Responses:** 1 Fire fatality investigation, 5 Responses and 2 follow-ups

**Stop Work Orders:** 2      **Fire Watch:** 2

**Plan reviews fees:** \$7,370.34

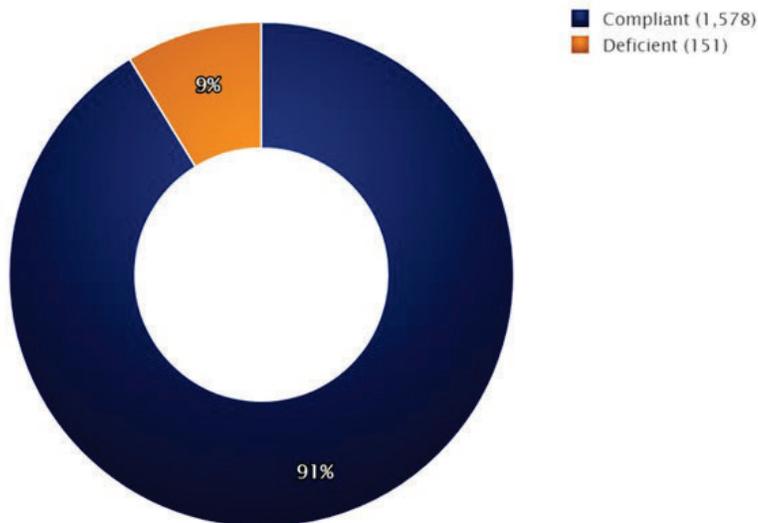
**ETrakit fees:** \$8,871

**Other Fire and Life Safety fees collected:** \$3,509.66

**TOTAL fees received:** \$19,661

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

**Compliant vs. Deficient Systems**



## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

February proved to be a great example of the growth and commitment of our internal EMS education abilities. We have a great group of core EMS educators and have been working with them to ensure that we are capable of providing necessary and quality training for the membership. This month, some of those instructors taught our annual ACLS and PEPP refreshers for our Paramedics, and FF Derington taught our entire department call reviews and protocol updates. Thank you to everyone who helped teach these critical classes!

**Department Training:** There were several other department-wide trainings this month, including the completion of the new gas monitor in-service, some SimsUShare evolutions, an ImageTrend Elite/Slate update with the BCs/ABCs, and fire alarm response considerations taught by members of the FLSD.

**STOs:** As we made our way through the first full month of the STOs being in-service, they have been working on shift training and response integration, facilitating company-level drills, and working with the acting STOs to bring them up to speed on the program. The STOs also spent a lot of time teaching new dispatchers at the DCSO Dispatcher Academy as we find more ways to help their new members understand what we do and what we need on the street. A STO and BC also met with the Fountain Fire Department as they researched vehicle platforms for upcoming apparatus orders for their department.

**CMCB:** Congratulations to Lt. Osborn for completing all of the steps to get his Fire Officer 2 certification! We also attended the CMCB board meeting, where we discussed some exciting collaboration opportunities including the creation of more shared online learning courses. Additionally, anyone who has a Chief Fire Officer credential, can submit that certification to be given a Fire Officer 3 certification through CMCB/ProBoard.

**Special Operations Training:** As Lt. Johnson transitions out of the extrication lead spot, we'd like to thank him for all of his leadership and work in getting our program to where it is today! From instruction to SOG development to tools to tactical guidance – his footprint will be on everything we do. We are also excited to begin working with Lt. Kelly as he assumes those responsibilities as our new discipline lead.

**Division Happenings:** Congratulations to everyone who participated in the AENG process! We are planning for the upcoming AENG Academy and the subsequent task book process. The division is also in the middle of a reorganization of the files that we store on Vector Solutions – including how we access department-specific how-to videos. More information will be shared once it is up and running.

10

Hiring Processes: We are working to fill a Fire Plans Examiner position for the FLSD, and conducted interviews near the end of the month. 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: 2,754

We are currently working on the following projects:

AENG/ENG processes and class  
Burn plan for July fireworks location

EMS training  
CMCB



Hazmat team regional meetup



Safety 151 on a brush fire in Larkspur



Extrication training with new members



Early morning ladder training

**Logistics Division:**  
**Division Chief Jim Gile**

**Division Chief Commentary:**

The department's new Logistics and Equipment Support Technician, Landon Brunk, started on February 7. Landon has jumped right in and has already made a difference by cleaning and organizing the logistics room at PSTF, the basement at Station 153 and has started some work on the mezzanine at Station 152. Please welcome Landon when you see him around. Below is a short bio and picture of Landon.

*Raised in Colorado Springs, I've called Colorado home since I was one year old. During my childhood, I played many sports, with soccer being my main focus. In my early college years, I played soccer for UCCS. It was during this time that I discovered my passion for the fire service. I decided to follow that passion and earned an associate's degree in fire science technology from Pikes Peak State College. After finishing my degree, I was recruited and worked for the last decade as a dedicated general manager in the restaurant industry in a very busy and successful establishment, learning many different invaluable business, management, and people skills. In addition, I worked part-time in the forestry industry, specializing in mitigation of technical terrain and completing large-scale mitigation jobs across the Front Range. I've been happily married for eight years. My wife, a dedicated educator and a skilled realtor, shares my passion for making a difference in our community. Two years ago, we made the move to Sedalia, embracing the beauty of Colorado's landscapes and the opportunity for new adventures. I look forward to continuing to contribute to our community and pursuing new opportunities for growth and fulfillment as a part of Castle Rock Fire and Rescue."*



Other activities by the Logistics Division included work on Special Ops equipment replacement, which included technical rescue equipment, ropes and collapse. We are also in the thick of information and quote gathering for portable and mobile radio replacements as was budgeted for 2024. In February, we also held our annual SCBA mask fit testing. This year, we again fit tested as you would operate on the fire ground with hood and helmet on, and all members tested passed with no issues. We had a scheduled day for each shift and were greatly assisted by our MSA C.A.R.E certified members, FF Morey, FF Voit and FF Petau. After our initial 3 days of testing, we were only lacking a handful of members and as of this report, only 3 members remained to be tested. We also have hose testing, fire extinguisher inspection, pump testing, and ground ladder testing on the calendar. Look for more info to come on these.

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 February include; Units 189, 221, 116, 178, 080, 082, 409, 408, 144, 102, 101, 106, 125, 141, 134, 140, 095, 107 and 155. He had a total of 155 hours charged to units, and I had an additional 10 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. Work in the shop continues on the new Air/Light 153 and new Medic 153-Unit 102 to get these up fitted and in service. Ben also continues to work on Quint 155 down at Station 152 which includes the challenge of hauling all of the parts and tools he needs.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for February are 5,245. Year to date is 10,972, and the total since we began the program is 273,477. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

### Division Project Report

- Facilities projects
- R&D Team projects
- SCBA/radio communication project
- Annual service and testing of equipment
- Radio replacements

- New medic unit build from Osage Ambulance
- Station 153/154 landscaping planning
- Station 156 Apparatus:
  - Engine ordered
  - Type VI contract completed
  - Chassis delivered



Fleet at PSTF South

## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

In February, Town Council reviewed and approved the 2024 update to the 2020-2024 Strategic Plan. This will be the last update to the current strategic plan, and the department will begin the strategic planning process for our next plan. The planning process will include external stakeholder meetings and surveys to understand our community's expectations of their fire and rescue department. We will also conduct at least one internal stakeholder session to review the community feedback, discuss where we, as a department, need to improve, where we see ourselves in five years, and what we need to do to get there.

The department sent three members (Chief Martin, FF/PM Spronk, and myself) to the CPSE conference at the end of the month. This year's conference was the largest CPSE conference to date with just over 1,000 attendees. There were several really good sessions, and the CFAI hearings, as always, were informative. The Commission's focus continues to be centered on health and wellness, fiscal planning, keeping pace with growth, and ensuring the accreditation process is engrained in department culture.

We ran into a few data challenges this month with ImageTrend. We are continuing to debug the data set and queries used to join the data file. Currently, the biggest challenge is joining the data for BA 151 in 2018 and 2019, representing roughly 90% of the errors. This is a critical error because we need the Battalion Chief to complete a number of our effective response force (ERF) calculations.

On the emergency management side of the house, the final draft of the updated EOP has been finalized and will go to council in March.

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: 4/4/2024**

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**Item #: File #: PS 2024-011**

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February 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](#)

Castle Rock Police Department  
100 Perry St., Castle Rock, CO 80104

303.663.6100 | Fax 303.663.6105  
Police@CRgov.com | TipLine 720.733.3517

# One-By-One Policing

# Message from the Chief



*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 am a recent resident in the area and earlier today, while fulfilling my duties as an engineer for the San Bernardino County Fire Department in Southern CA, I received a burglar alarm at my property, which I have not completely settled into yet. Fortunately, there was no one at home, but due to my indoor camera, it created the impression that someone was inside my house (although it was just the wind and a door that was not properly closed). The officers [Cpl. V. Myers and Officer A. Meyers] promptly arrived at my residence, and right from the moment they stepped onto my property, it was evident how seriously they regarded this service call. I would like to express my gratitude and say thank you! Their swift response has significantly increased my peace of mind when leaving for work, knowing that my family will be safe.” JS 2/6/2024

“I came by y’all’s office yesterday for help when I thought my car had possibly been stolen. As it turns out my car wasn’t stolen but misplaced by me. Y’all found it, and directed me to it. [Officer R. O’Hara] [Officer B. Corriea] and [Officer J. Burns] were very professional but also very warm and kind in their dealings with me. The two ladies behind the desk [E. Anderson and E. Fiordalis] in the front were as well. I want y’all to know that it means so much to know that people of this caliber are there for our community.” KH 2/24/24

“Hello [Officer M. Rabon],

I just wanted to reach out and say thank you for all your and [Clinician Kennedy’s] help on the crisis response scene today. It was greatly appreciated, and you were both great to work with.”

Thank you,  
KC 2/29/2024

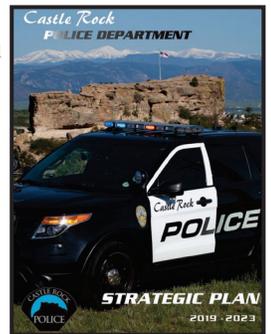
“Today I had the pleasure of working with [Master Police Officer Stoneking]. My car was stolen from my daughter’s house in Colorado Springs. He and his fellow officers [Officer N. Ellis] [Officer A. Meyers] recovered my car and apprehended the person driving it. When I spoke with him, he politely answered all of my questions and offered advise as if I was his main focus for the day. It brought home the point the Castlerock Police Department took this case very seriously and were thoroughly investigating all details. The Castlerock Police Department is a credit to law enforcement everywhere!” JM 2/12/2024



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:

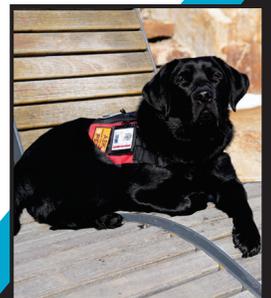
- Priority 1: Crime
- Priority 2: Traffic Safety
- Priority 3: Employees
- Priority 4: Prepare for Future Growth
- Priority 5: Community Policing and Partnerships
- Priority 6: Technology, Equipment and Training



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

### Leading with Success

The Castle Rock Police Department has a new “friend” when it comes to responding to calls for service. Buddy, an English Labrador, joins the department as the State’s first crisis response police therapy dog. Buddy joins Castle Rock Master Police Officer Tom O’Donnell and his partner, Clinician Kalie Douberly, who serve as one of the department’s two Community Response Teams. Created in 2017 as part of the Douglas County Mental Health Initiative, this team consists of a specially trained police officer and clinician who respond to calls for service involving people experiencing a mental health crisis. Together, they work to help those individuals emotionally regulate, complete clinical assessments and provide recommendations for the most appropriate level of care to divert them from hospitals and jail. Buddy is the first police therapy dog to be permanently paired with a co-responder team in Colorado.



# 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	2024 JAN Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance	2023 YTD Crime	2023 YTD Clearance
Homicide	0	0.1	0	0	0	0
Kidnapping	0	1.1	0	0	2	2
Sex Offenses	2	2.4	2	0	2	0
Aggravated Assault	1	1.2	1	1	1	1
Simple Assault	7	16.4	7	6	8	7
Intimidation	4	4.2	4	2	4	3
Human Trafficking	0	0.0	0	0	0	0
<b>Total</b>	<b>14</b>	<b>25.4</b>	<b>14</b>	<b>9</b>	<b>17</b>	<b>13</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 JAN Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance	2023 YTD Crime	2023 YTD Clearance
Burglary	4	6.7	4	1	10	2
Fraud/Forgery Related	24	39.4	24	0	10	0
Robbery	0	0.4	0	0	0	0
Theft-(All except below 3*)	39	43.8	39	2	43	5
*Motor Vehicle Theft	1	5.8	1	0	3	0
*Theft from Motor Vehicle	7	13.6	7	0	3	0
*Shoplifting	3	18.4	3	1	10	6
Vandalism	20	28.2	20	4	28	7
All Other Property Crimes	9	7.0	9	8	4	4
<b>Total</b>	<b>107</b>	<b>163.2</b>	<b>107</b>	<b>16</b>	<b>141</b>	<b>24</b>

Crime Offense- Group A	2024 JAN Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance	2023 YTD Crime	2023 YTD Clearance
Persons Crimes	14	25.4	14	9	17	13
Property Crimes	107	163.2	107	16	141	24
Society Crimes	22	18.1	22	20	14	12
<b>Total Crime -Group A</b>	<b>143</b>	<b>206.7</b>	<b>143</b>	<b>45</b>	<b>172</b>	<b>49</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
FEB	76	3.43	5.72
JAN	65	3.14	5.24
YTD 2024	141	3.28	5.48

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Cases assigned - Staff Advocates	30	35	16.1	52	35	49%
Cases assigned - Volunteer Advocates	10	9	8.8	17	9	89%
Total cases assigned	40	44	25.0	69	44	57%
Total victims served	64	80	46.7	116	80	45%
Volunteer office hours	14	0	2.2	18	0	N/A
Call out hours (incl. on-scene, phone)	39	44	25.1	66	44	50%

It was a packed room for our January joint victim assistance training. Corinne Hancock, Keynote Speaker and Chaos Coach (<https://www.corinnehancock.com/>) presented to our combined 45 volunteers and staff. Corinne is founder of the Curiosity Project-a nonprofit organization that drives social impact by providing health and entrepreneurial opportunities in communities where people have limited access to resources. Corinne has completed situational awareness certifications that prepare her for global travel. Using her experiences, she challenged attendees to consider personal safety and situational awareness through entertaining exercises while encouraging the group to share their experiences.



## 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 JAN	2024 FEB	3-YR MO. AVG	2024 YTD <sup>1</sup>
Traffic Crash Total	85	72	69.7	157
DUI Enforcement				
Traffic Type	2024 JAN	2024 FEB	3-YR MO. AVG	2024 YTD
Driving Under the Influence (DUI)	6	3	7.1	9
Traffic Enforcement				
Call Type	2024 JAN	2024 FEB	3-YR MO. AVG	2024 YTD
Traffic Tickets Issued	118	111	120	229
Written Warnings	155	133	116	288
Traffic Stops	464	476	418	940

<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	1	95	1.0%	-81%
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.)
FEB	93	2	34.5	129.5	22	7	152.50
<b>Authorized FTE positions:</b>	<b>95</b>	<b>Authorized FTE positions:</b>	<b>34.5</b>	<b>129.5</b>			

Training Hours						
Total Hours	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Internal/External	519	930	529.0	1,371	1,422	-4%

Types of Trainings		Hours per Type
Internal/In-service (Bulletproof Courtroom Testimony)		243
External Training (Supervisor Liability, SWAT Land Navigation and Mission Planning, Juvenile Interrogation, Advanced Search and Seizure, CBI Sex Offender Training, Canine Supervisor Course, Connected Car class, Tactical Association President's Symposium, Officer Survival & Communications, FBI-LEEDA [Law Enforcement Executive Development Assoc.] IA Training )		276

Accomplishments / Recognition						
Type	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Compliments/Commendations	4	7	8.2	9	12	-25%
Recognition/Awards	1	1	5.9	2	1	100%

# Priority 4: Prepare for Future Growth

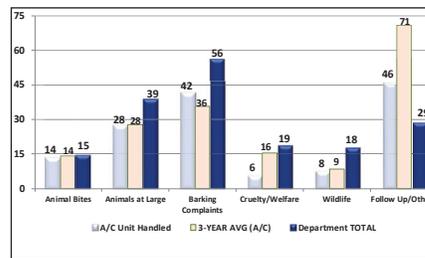
# Priority 4: Future Growth (continued)



- 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 FEB	3-YR MO. AVG <sup>1</sup>	2024 YTD	2023 FEB	2023 YTD
CFS TOTAL, includes all call sources	4632	4645	9616	3914	7976
Priority 1 Calls For Service	87	98	158	74	175
Priority 2 Calls For Service	1045	996	2083	875	1805
CFS, excludes self-initiated radio calls	2216	2273.8	4495	1889	3928

Animal Control Unit (ACU) Monthly Response Comparison



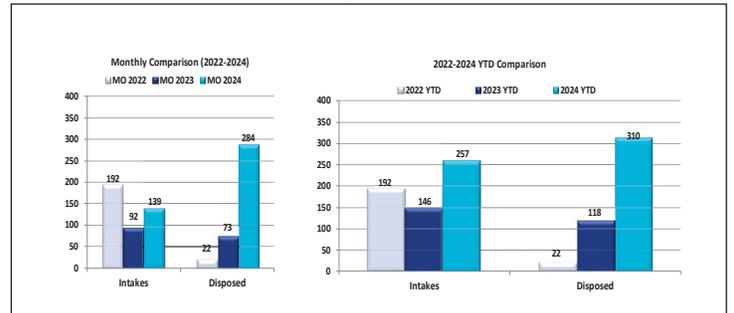
ACU Percentage of CRPD's Total Calls for Service (CFS)	
Call Types	ACU %
Animal Bites	93%
Animals at Large	72%
Barking Calls	75%
Cruelty/Welfare	32%
Wildlife	44%
Follow-up/Other <sup>1</sup>	159%

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

<sup>1</sup> 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)
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>
<b>Non-Emergent Calls</b>	<b># of Calls</b>	<b>Avg per Day</b>	<b>APCO/NENA Standard:<sup>2</sup></b>	<b>90%</b>	<b>95%</b>	<b>N/A</b>
Administration Calls (MO)	3,614	125				
Outbound Calls (MO)	3,623	117				
<b>Administration Calls (YTD)</b>	<b>7,237</b>	<b>121</b>				

Property & Evidence



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

## Priority 4: Future Growth (continued)

## Priority 5: Community Policing & Partnerships



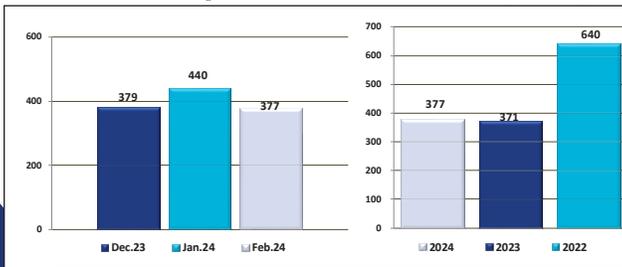
### Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
FEB 2024	146	377	531	77	0	1,632	8	335
FEB 2023	100	371	361	47	0	864	6	340
% Change 2023-2024	46%	2%	47%	64%	N/A	89%	33%	-1%
<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>

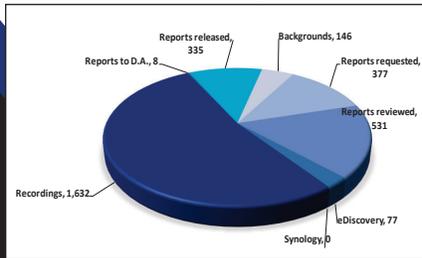
\* Felony drug cases

### Total Reports Requested

#### Three-Month Comparison



### Records Unit Monthly Workload



### Goal 1: Community engagement through outreach and education

#### Crime Prevention and Community Partnership Programs

Running Program Types	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Crime Free Multi-Housing	0	0	2.1	1	1	0%
Crime Free Self-Storage	0	0	0.9	0	8	-100%
Rock Watch	1	3	75.4	1	22	-95%
CPTED (Crime Prevention)	1	2	2.7	2	0	0%
R-U-OK	1	1	2.4	1	0	0%
<b>Total Activity</b>	<b>3</b>	<b>6</b>	<b>83.6</b>	<b>5</b>	<b>31</b>	<b>-84%</b>

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

#### Volunteer Hours

Unit Hours	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Explorer Unit	100.5	77	205.0	245	176	39%
Victim Advocates	384	401	279.0	830	754	10%
Volunteers in Policing (CSVs, Admin)	51	22	294.4	96	52	50%
<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

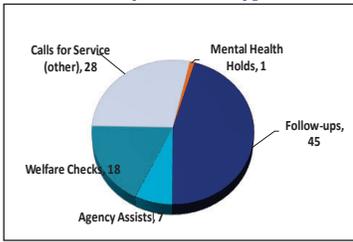
#### Public Information Officer (PIO)

FEB 2024	Facebook	Twitter	Nextdoor	Instagram
Followers	21,116	4,941	41,857	4,154
Number of Posts	23	11	7	15
Total Viewer Engagement	<b>10,888</b>	<b>40</b>	<b>35,458</b>	<b>3,389</b>
	Police		Town	
Total Call Outs or Incident Response	6		0	
	<b>TOTAL</b>			
Media Inquiries	5			

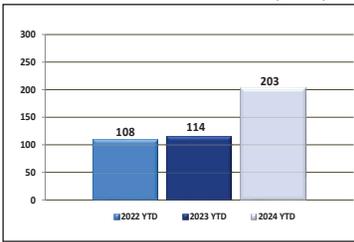
# Priority 6: Technology, Equipment & Practices

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

Monthly 2024 Call Types



CRT Total Calls for Service (YTD)



Domestic Violence Cases

Call Type	2024 JAN	2024 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023 - 2024
DV Investigations	24	35	36	59	37	59.5%
DV Arrests- Misdemeanor	5	4	8	9	6	50%
DV Arrests- Felony	0	1	2	1	5	-80%
<b>DV ARRESTS TOTAL</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>-9%</b>

ePoliceReporting

Online Crime Reports	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Reports received	31	48	40	54	78	-30.8%

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
FEB	270	125	113	4	3	3	2
JAN	292	162	140	12	1	3	6
<b>YTD*</b>	<b>562</b>	<b>287</b>	<b>253</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>8</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

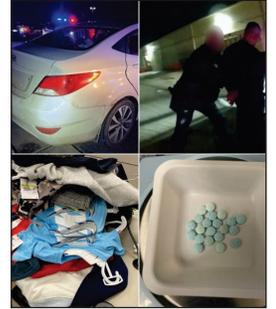


Feb. 9, 2024, 4:02 p.m.

Give them a 10 out of 10! The Castle Rock Police Department's Community Action Team -- supported by various patrol teams -- is up to 10 arrests this week and counting! From thwarting shoplifters to recovering stolen vehicles, taking dangerous and illegal drugs off the street and finding wanted felons, there was no shortage in action. The various charges they'll be filing for the arrests this week include:

- Motor vehicle theft
- Retail theft
- Felony possession of fentanyl and methamphetamine
- Felony warrants

Great job to all our officers both on the CAT Unit and Patrol. Your dedication to keeping our community safe and secure is appreciated and celebrated.



K9 Unit

Officer Fellows and Shogun

Patrol Deployments: 1

Safe apprehension of motor vehicle theft suspect.

Narcotics Deployments: 1

The K9 Unit deployed one time in February. Cocaine and methamphetamines were seized.

Training: 30 hours

Officer Fellows and Shogun trained a total of 30 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.