



## Public Safety Commission Agenda

Chairperson Nate Marsh  
Vice Chair Janet Peterson  
Debra Beck  
Clark Hammelman  
Don MacBrayne  
Richard Morton  
Andy Powell  
Carl Smith  
Steve Thayer

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Thursday, January 5, 2023

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.

### Call to Order and Attendance

### Approval of Meeting Minutes

[PS 2023-001](#) Public Safety Commission Meeting Minutes - December 1, 2022

Attachments: [PSC 12-01-2022 Minutes](#)

### Fire Department Report

[PS 2023-002](#) CRFD November report

Attachments: [CRFD November](#)

### Police Department Report

[PS 2023-003](#) CRPD November Report

Attachments: [CRPD November](#)

### New Business

### Old Business

### Commissioner Comments and Questions

### Adjourn



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date:** 1/5/2023

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**Item #:** **File #:** PS 2023-001

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## Public Safety Commission Meeting Minutes

Chairperson Nate Marsh  
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### Call to Order and Attendance

Mr. Thayer called the meeting to order at 3:03 p.m.

**Present** 7 - Don MacBrayne, Richard Morton, Clark Hammelman, Carl Smith, Steve Thayer, Vice Chair Janet Peterson, and Debra Beck

**Not Present** 2 - Chairperson Nate Marsh, and Andy Powell

**Attendance** 4 - Laura Cavey, Rich Martin, Jack Cauley, and Deborah Stanley

### Approval of Meeting Minutes

[PS 2022-036](#) Public Safety Commission meeting minutes - November 3, 2022

**Attachments:** [PSC11-03-2022 Minutes](#)

**Ms. Beck made a motion to approve the November 3, 2022 minutes. Mr. MacBrayne seconded the motion; the motion carried.**

**Yes:** 7 - MacBrayne, Morton, Hammelman, Smith, Thayer, Vice Chair Peterson, and Beck

**Not Present:** 2 - Chairperson Marsh, and Powell

### Fire Department Report

[PS 2022-037](#) CRFD October Report

**Attachments:** [CRFD October Report](#)

- Commission members were emailed a copy of the Fire Department's October report prior to today's meeting.
- The department is seeing increased call volume in every category (up 14 percent over last year).
- The department has re-posted its Fire Marshal position.
  - The posting will be open until January 6.
  - Candidate interviews are scheduled for February 2.
- Five candidates have been selected to continue in the firefighter hiring process.
  - Three will be sent to West Metro's Fire Academy next year.
  - Two are laterals and will attend a mini academy in February.

- Deputy Chief Martin was asked if the Town is still planning fireworks for December 10. No, the fireworks planned for December 10 at Miller's Landing have been cancelled due to construction in the area.
  - The Fairgrounds is the only viable area left in Town and there are other activities occurring at that location on December 10th. The Town is working on an alternate date.
  - The fireworks display presented by the Douglas County Commissioners is scheduled for December 31.
- Deputy Chief Martin was asked about Starlighting. The event was well attended with no issues.
  - Two drones were used to monitor hot spots from the fireworks.
  - Starlighting attendance was estimated at just over 21,000.
  - No traffic issues for Starlighting. Cameras were in use - Chief Cauley.
- Deputy Chief Martin was asked the status on the department's fire truck order. The truck was ordered before the deadline. The timeline for new trucks is now 41 months.
- Has work begun on Station 156? The department will hire an architect in 2023. The plan is for Station 156 to look similar to Station 152 - Deputy Chief Martin.

## Police Department Report

[PS 2022-038](#) CRPD October Report

Attachments: [CRPD October Report](#)

- Commission members were emailed a copy of the Police Department's October report prior to today's meeting.
- Four officers and two dispatch positions were recently hired. The department is now fully staffed.
  - The four officers will attend an academy in January.
- Chief Cauley spoke briefly about the homicide that occurred on Tuesday.
  - The suspect was arrested within 10 hours of the incident due to good police work.
  - Is this the third murder in Castle Rock this year? Yes - Chief Cauley.
- The Police Department will host a swearing in/promotional ceremony on January 4. Invitations will be sent to the Public Safety Commission members.
- The Department's remodel project started this week. The project is expected to finish in the summer.
  - The remodeling will be done in phases and is not expected to cause any work interruptions other than some minor locker room disruptions.
- Chief Cauley continues his yearly one-on-one meetings with all staff members. These meetings have been very beneficial for the

department.

- Chief Cauley was asked about the Red Flag Laws.
  - Governed by state law.
  - Only issued in extreme cases with an extreme risk to public.
  - What is the Town's Liability? We operate in accordance with the law and best practices. We have access to the Town's Legal Department and the DA's office.

## **New Business**

- Mr. Thayer presented the 2023 Philip S Miller Nonprofit Funding Program recommendations at the last Council meeting. The recommendations were accepted as presented.

## **Old Business**

N/A

## **Commissioner Comments and Questions**

## **Adjourn**

Mr. Thayer made a motion to adjourn the meeting; Mr. Smith seconded the motion. All were in favor.

The meeting adjourned at 4:00 p.m.

The next Public Safety Commission meeting is scheduled for January 5, 2023 at the Municipal Courtroom.



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date:** 1/5/2023

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**Item #:** **File #:** PS 2023-002

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# Castle Rock Fire and Rescue Department



Commission on  
Fire Accreditation  
International

An Internationally Accredited Fire Rescue Agency Since 2012

## November 2022 Monthly Report

**Department News:** One of the activities this month was the annual Starlighting. The photos are of the work before and the finished product, with fireworks as the star was lit. Thank you to those that climb the star to install the lightbulbs and ensure everything is working properly.



**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  
**November 2022 ...100%**

Of the 38 customer survey cards we received in November, all were of the highest overall rating of 5. Some of the comments we received read; *"They were amazing! Helpful, comforting, efficient, professional & quick to access what was going on. I kept apologizing, so sweet to tell me you're ok, we are going to take good care of you! They explained to my husband where to go and what they were doing. Thank you, thank you."* Another comment read; *"Can't thank you enough for the prompt & excellent response to my choking incident. Also, the EMT's took time to make sure my wife was informed & were helpful in getting her towards the ER. You are the best!!"*

**Call Statistics:**

For the month of November, we responded to 551 calls for service. Last year at this time, we responded to 519 calls. This places our year to date calls at 6,422, which is 905 more calls or 14.1% higher than last year. Average calls per day for the month were 19.2.

Of the 580 calls for service in October, 359 of the calls were for EMS. We had 331 patient contacts and transported 265 patients. This time last year, we had 239 transports.

**Fire Calls:**

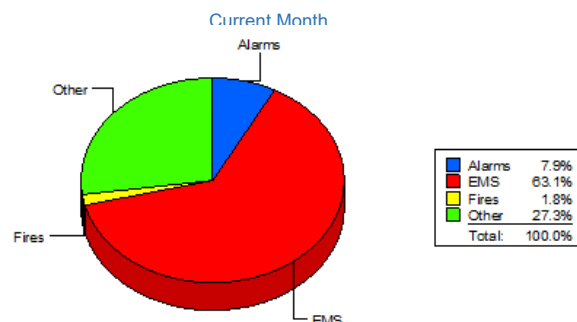
During the month of November, we ran 14 fire calls compared to 4 in November 2021. We had 53 alarm calls, which is 15 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

The chart below indicates call proportions for the month of November:

**\*\*Please note that some of the format of this month's report will look different as we have transitioned to a new reporting software.**

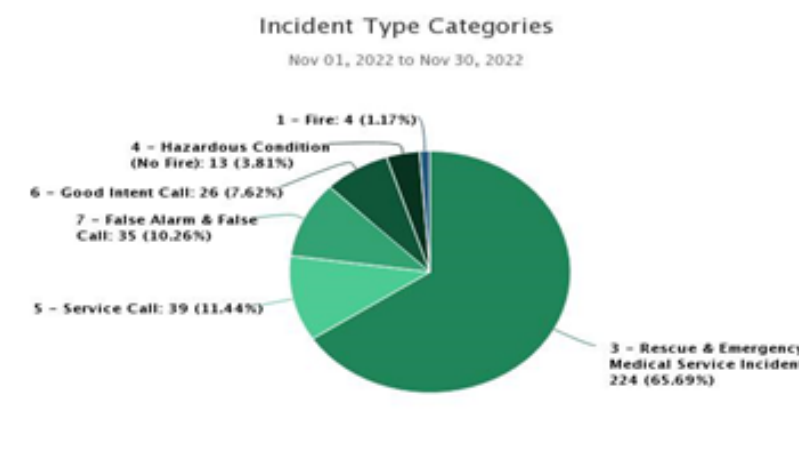
**Total Incidents by Category**

**11/1-11/13**





**11/14-11/30**



**Emergency Medical Service Calls:**

For the month of November, there were 250 total patients transported. 187 patients were transported to Castle Rock Adventist, which is 74.8% of all patients transported. 52 patients were transported to Sky Ridge, which is 20.8% of all patients transported. The other 11 were transported to other area hospitals.

**Measurable Outcomes:**

CRFD Paramedic on scene of all EMS calls 100% of the time

**October 2022...100%      November 2022...100%**

Monthly alerts called by crews and follow-up

**Trauma Alerts      2      Transported to appropriate facility 100%**

**Stroke Alerts      3      Transported to appropriate facility 100%**

**STEMI Alerts      1      Transported to appropriate facility 100%**

**Sepsis Alerts      6      Transported to appropriate facility 100%**

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

**Life Safety Educators:**

In November, we continued to have numerous scheduled events throughout the month, contacted 182 citizens through 7 scheduled public education events, and had numerous other contacts through unscheduled events at the stations.

A synopsis of events that occurred this month include:

- 2,750 Pulse Point coffee sleeves were distributed to local coffee shops to help raise awareness around the life-saving app
- New recruitment video finalized and approved. The video can be viewed on the CRFD Recruitment page : <https://crqov.com/2823/Recruitment>
- HeartSaver CPR and First Aid classes with 20 employees from CR Water Department

- One Youth Fire Setter education class
- Station and school visits throughout month
- Coloring Contest decals printed in partnership with Public Works
- Partnered with Communications for November's #WeWorkforYou post featuring Ben Jennings, Senior EVT

The Fire and Life Safety Educators have scheduled with Chief Croom to award the winning poster presentations to the five winners of our 23<sup>rd</sup> annual coloring contest in December. The new placards will be placed on the trucks at these presentations, and the student's classroom will have an ice cream party.

The Public Education Team continues to regularly meet to review and revise the lesson plans and presentations for preschool and all school age children.

### Public Education Statistics:

For the month of November, we made contact with 182 citizens through 7 different events, totaling 15 hours of education. Of the 182 citizens we made contact with, 44 were children (18 years of age or younger) and 138 were adults.

### Car Seat Education Statistics and Measurable Outcomes:


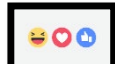


Crews and administrative staff assisted with the completion of 19 car seat checks during the month of November.

### Social Media:

During the month of October (reporting is one month in arrears), the CRFD Facebook page reached 11,998 people. Posts were shared 47 times during the month and post engagements came in at 830.

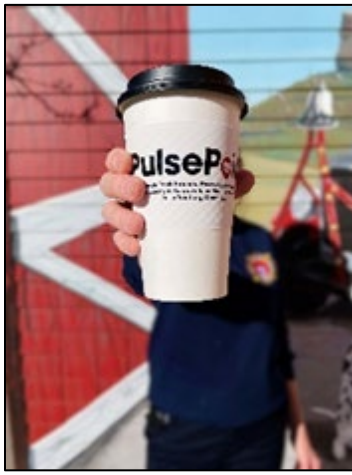
### PulsePoint Monthly Active Users (MAUs):

During October (reporting is one month in arrears), 857 users following CRFD on the PulsePoint app enabled CPR alerts and 4,052 MAUs. MAUs represent individuals actively following CRFD on the app during the reported month. When citizens are more aware and engaged with the health of their community, they become better partners with CRFD and can help save a life.

CRFD Facebook October 2022	
	3,037 Followers
	783 Likes and Reactions
	1,979 Page Views
	830 Post Engagements



The Town creates a monthly series to highlight members of the Town team and how they work to keep Castle Rock a great place to live. November's post featured CRFD's own Ben Jennings, Senior EVT.



CRFD received a grant from PulsePoint to create 4,000 coffee sleeves. The sleeves have a QR code on the back to scan and learn more about the app, and then download the app to a smart phone. CRFD educators distributed 2,000 of the coffee sleeves to local coffee shops the week of Thanksgiving.

### **Deputy Chief Commentary:**

Our call volume continues to remain above last year. Through the month of November, we have responded to 14.1% more calls for service than last year at this time.

We continue to monitor wildland fire conditions in conjunction with our county partners. The moisture we have received is certainly welcome, however it doesn't reduce our risk significantly at this time.

FF Josh Kenney has been accepted into paramedic school and will begin in January 2023. We wish Josh the best as he begins this program, and we will assist him however we can.

We continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts from initial 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.

We remain current and are complying with any remaining orders and guidance regarding the pandemic at local, state, regional, and national levels as they are updated and revised. We have noticed an increase in patients with respiratory illnesses.

The ER divert status remains an issue we monitor. With the current increase in influenza and other respiratory illnesses being reported, the frequency of divers is starting to increase.

We continue to ensure our EMS data is reported to the state on time, as per new state statutes. With our new reporting system, this information is automatically being uploaded to the state.

Annual physicals for all members are underway and should be completed by the first week in December.

In November, members were involved in physical fitness for a total of 310.5 hours.

## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues:**

We concluded our Fire Marshal interview process in early November, and I chose not to select any of the candidates for the position. This is key position in the department as well as in the Life Safety Division, “fit” is of the utmost importance to integrating into the department, and I didn’t feel that there was a great fit. As such, we will re-advertise the position with the hopes of being able to fill it after the first of the year.

As a member of the United Fire Dispatch Authority, we approved the 2023 budget and signed the annual contract with Douglas County for dispatching services. Our cost per call increased by 2 cents per call for a total cost for CRFD of \$248,000.00.

Another successful Starlighting was held last month! Crowd estimates were at approx. 21,000 people, which is down a little from past crowd estimates, but it was still a great attendance even with the chilly temperatures. The Star lit on time, and there were no associated issues with the fireworks display. Thanks to the Keepers of the Star and the members of the Life Safety and Operations Divisions who made this a success!

### **Fire Chief Commentary:**

We are waiting for GIS to finalize the changes to the town evacuation maps, version 2.0. Once received, the maps will be reviewed again with representatives from Public Works and CRPD for any additional changes, and then potentially adopted. Once adopted, we will present these maps and plan to department members as well as key staff in other Town departments as these will be for internal use only in the event of a significant event requiring an evacuation of any area in town.

After extensive efforts to try and host the re-scheduled 4<sup>th</sup> of July fireworks and BOCC New Year’s Eve shows at Millers Landing, we made the decision to look for an alternate site. Due to recently started construction as well as potential weather issues, the site continued to present challenges that we could not easily overcome. As such, we have worked out an agreement to host both shows at the Fairgrounds Regional Park. The makeup for the 4<sup>th</sup> of July show that was canceled earlier this year will hopefully be held sometime in January or February, and the BOCC show will be held on December 31. This show is paid for by the Board of County Commissioners as part of a three show event for that evening. The other two shows are in Parker and Highlands Ranch.

Finally, I paused to remember the death of Colorado State Patrol Trooper Cody Donahue. Cody’s End of Watch occurred on November 25<sup>th</sup>, 2016, when he was struck and killed on Interstate 25 just south of Castle Rock while working a traffic crash on the side of the highway. This provides a continued reminder to Slow Down, Move Over when approaching emergency vehicles working on any roadway.

## **Life Safety Division:**

During the month of November, the Division continued to meet the expectations of our customers as can be seen in the following summary.

### **Statistics:**

Inspection Type	Number	Hours
Complaint	1	1
Construction & Follow-up	76	65
Correction Notices	17	17
Primary & Follow-up	125	100
Pre-Citations	3	3
Special or Special Event	3	11
Other Inspections	9	4.5
Total Inspections	233	200.5

### **Plan reviews:**

A total of 98 plan reviews (66 hours) were completed during the month of November.

### **Investigations/Response Assist:**

Response Assist – 8 responses taking just under 8 hours to complete

Investigation – 1 entry requiring 2 hours of time to complete

### **Processes/Procedures:**

The division is creating standards for conducting plan reviews, inspections, and investigations. In November, we created five new processes.

### **Training:**

The division as a whole entered 9 hours of training during the month of November.

### **UAV's:**

Total Flights – 9

Total Flight Feet – 19,144

### **Administrative:**

There was a total of almost 30 hours dedicated to handling customer complaints and inquiries during the month of November.

The division is in the process of creating the templates that we will use for inspections and permitting in Image Trend. This will allow operations to have access to the latest documentation and contact information on businesses.



## **Training Division:**

**Division Chief Oren Bersagel-Briese**

### **Division Chief Commentary**

ImageTrend! We went live with the program in the middle of the month and thank everyone for your work and patience to make the program better. While we are still working through some issues, the systems generally are meeting our expectations and we are thankful to BC Cameron Nelson and Lt. Mike Moore for their continued time and energy on this project.

At the end of the month, we were able to partner with the Larkspur FPD to host Chief (ret) Rick Lasky for a full-day seminar on leadership. We had about 70 total people in attendance at the North Building, representing agencies from all across the state. Thank you to all of our members that attended – both on duty and off.

November's department-wide training included our focus on firefighter safety, survival, and rescue skills. Thank you to Lt. Allen, Lt. Helle, and FF Kunau for leading up this year's training and providing members opportunities to work on bailouts, self-rescue, and crew-rescue skills. For EMS training, a shout-out goes to FF Travis for providing great information on better patient care in a special operations environment. Members of our Special Operations team were also able to train with their South Metro Fire Rescue counterparts on trench rescue.

Plan-A videos are well underway and we appreciate the support of the crews as we have begun filming/editing these. We expect to be releasing them to the crews shortly and have many more planned over the next few months. STO Gallegos also delivered two trainings to CRPD during their monthly trainings. These were focused on everything from how we operate, who to talk with on our side, positioning considerations, to fire dynamics. There was a lot of great discussion during/after these sessions, and we are talking about having them do similar training for our members next year.

Hiring Processes: Early in the month, we were able to conduct interviews for our open Fire Marshal position. After the interview process, we decided not to fill the spot with that applicant pool. The position has been reopened and we are planning to conduct interviews on February 2. Later in the month, we were able to do interviews for our open firefighter positions, and we found five great candidates. They are all going through their 3 Ps, and we planning to send three to the West Metro Fire Rescue academy and have two go through a lateral academy early next year. Finally, we worked with Communications to update our recruitment video, which is now live on our [crgov.com](http://crgov.com) fire recruitment page.

Vector Solutions was updated to allow for automatic recertification of certain credentials...making it easier for you to ensure that your certs are up to date. There is information on our Vector homepage bulletin board on how to process certifications moving forward.



FTC Upgrades: We were able to complete the electrical install at the tower, and now have lighting and outlets on each floor. This upgrade will make using the building safer and setting up training a lot simpler. Thank you for your patience as we got this done...more updates are planned for 2023!

In November, crews trained for more than 2082 hours on a wide range of topics to stay operationally prepared including safety, leadership, EMS topics, driver/operator, engine and truck company operations, wildland response, forcible entry, incident command, ground ladders, professional development, physical fitness, search and rescue, and much more.

We are currently working on the following projects:

- FTC projects
- EMS training
- ImageTrend implementation
- CMCB
- STO program



FTC electrical upgrades



FTC electrical upgrades



Rick Lasky presentation



Safety and survival training

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**



## **Logistics Division:**

**Division Chief Jim Gile**

### **Division Chief Commentary:**

The month of November saw the continuation of some long time, large projects. Work continues on the Station 154 and 155 door raise project. As we expected, the contractor is working on the back side of both stations and the work is taking longer than expected. Also, due to the time of year, the weather has also made some impacts on the work and progress. After the completion of the back side of the stations, they will move to the front for the same operation. We have ensured with the contractor that the bays stay closed and insulated to avoid any freezing problems. I, along with Town Facilities, are managing and tracking the work done.



Additionally, progress was made on the new air light trailer; it is tracking for completion in February. The plan is for this unit to be housed at Station 153 in the small bay next to the reserve battalion. With the addition of this unit, all stations will have SCBA filling capability. The new SCBA compressor ordered for Station 154 is scheduled to be delivered in December. This will replace the oldest compressor in our fleet and was possible due to being under budget on the SCBA replacement project in 2021. We currently have one new medic unit on order; it was scheduled for delivery this year but, due to chassis shortages, we will not see it until 2023. We have created an electronic fuel log on PSTRax in an attempt to get away from the old paper copies at the station convaults. We have asked crews to begin using this as we will be using it exclusively beginning January 1, 2023. The PSTRax SCBA module is set to go live on January 1, 2023 as well. A-shift has now been using it for a few weeks with the goal of those members being able to help the other shifts as the module goes live.

Work also continues in other areas of the Logistics Division. LEST Tad Keegan continues to handle the day to day logistics needs of the department. This includes tools, equipment, uniforms and PPE. Tad is also the primary approver of the Home Depot / Supply Works station supplies orders. He has been proactively working on next year's testing schedule for equipment that needs third party testing. In addition, Tad is working on bunker gear orders for 2023 based on the replacement schedule. If you are on the schedule, Tad will be making contact with you. As a reminder, if you receive new gear, it is to be put in service as your new primary gear. Your current primary will become the secondary set, and the current secondary set will be taken out of service. With this rotation, no member should be in primary gear older than 3-4 years and secondary of 7-8 years.

Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. In November, Ben has had Unit's 121 and 221 in shop for preventative maintenance and repairs. He has also had Unit's 144 and 120 in the shop for up fitting as time allows. In addition, he has been coordinating the repairs to Unit 082 at Stewart and Stevenson in Commerce City. While the unit is there, we are having some scheduled engine work done before the truck is out of warranty this year.

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Ben also completed emergency repairs on Unit 125 due to a failed EGR valve. He was able to facilitate diagnosis, teardown, acquire parts and make repairs within just a couple of days in order to get the second Quint back in service.

There have been some additions and changes at the PSTF South that everyone should be aware of, CRPD has moved their Special Operations personnel into the office space on the north side of building. This includes Training, Logistics and Animal Control. With the parking struggles we continue to have, ***please avoid parking apparatus in the driveway of the south building.*** You will also see the parking lot has been reconfigured and restriped. Signage has been added at the South Building designating parking spaces. PD has 3 designated spaces, there are assigned spaces and some PSTF general parking spaces. Please be respectful of the spaces you park in, and if possible, park at the FTC or North Building lot, leaving the south spaces for the folks assigned to the building.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for November are 6,551. Year to date is 58,445, and the total since we began the program is 185,108. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

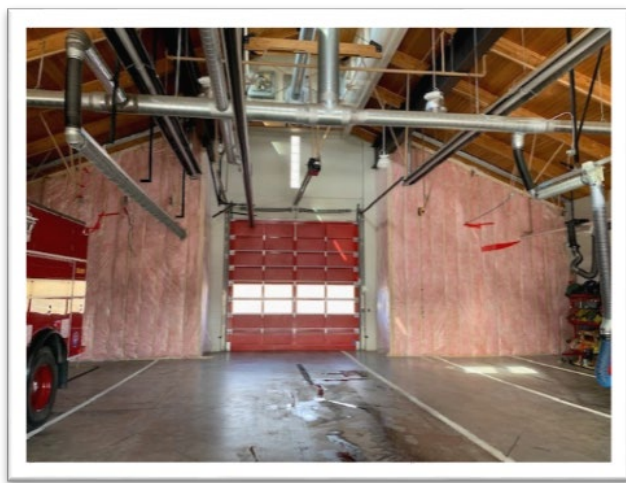
### Division Project Report

Facilities Projects  
R&D Team Projects  
Station 154 / 155 Door Raise Project  
Station 156 Apparatus  
New STO Up-fitting

New STO up-fitting  
Station 153/154 Landscaping Planning  
Hazmat Team Projects  
General Air Medical Oxygen Project  
Facilities Station Tours



Station 154 Door Project



Station 155 Door Project

## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

November saw a continued decrease of monkey pox calls, but a dramatic increase in the number and frequency of status calls regarding the local, regional, state and national RSV outbreaks.

Unfortunately, the regional coordination group has become well-versed in the information needed to maintain good awareness among all partners.

Also in the past month, I worked with category managers preparing for the department's annual program appraisal, scheduled for December 13<sup>th</sup>. The annual program appraisals are one of the requirements of the CFAI accreditation process. This year, similar to last year, each program manager will provide executive staff with an overview of their program(s), detail accomplishments, lessons learned, and provide a plan and budget needs for 2023 and beyond.

The Center for Public Safety Excellence has announced the dates for 2023 Excellence Conference in Orlando FL (Feb 28 – Mar 3), and registration has begun. This conference is a great opportunity to learn more of the CFAI continuous improvement methodology, the Commission on Professional Credentialing (CPC) process, and general professional networking <https://www.cpse.org/conference/>. This year, there will be five educational tracks (Accreditation, Credentialing, Leadership, Challenges to Opportunities, and Changing for Improvement), or you can attend sessions a la carte. If you have an interest, please contact me.

### **October 2022 Summary:**

#### **Calls for Service:**

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	581		1221		394		930	
Urban	408	70%	810	66%	274	70%	592	64%
Rural	123	21%	293	24%	93	24%	230	25%
Interstate	12	2%	49	4%	12	3%	49	5%
Blank	38	7%	69	6%	15	4%	59	6%
Mutual Aid Calls	41	7%	117	10%	35	9%	105	11%
Aid Received	25	4%	76	6%	23	6%	68	7%
Aid Given	16	3%	41	3%	12	3%	37	4%



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date:** 1/5/2023

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**Item #:** **File #:** PS 2023-003

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Photo Credit: Officer A. Meyers



## 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.

"Dear **Officer Huston**, last Friday Nov. 4, my [automobile] was involved in a possible robbery in front of Culver's Restaurant. Thanks to your dedication and quick response my car was fine. I left the car there and went to the AMC movie theater with a girlfriend. You contacted my husband, I was safe and I am forever grateful for your quick response and dedication to keep us safe in Castle Rock." Arlene C. (11/4/22)

During a follow up on an accident and ticket received, the following interaction took place. When describing why he was here, he stated the officer (**Officer Fuino**) who responded had to be one of the "nicest people he had come across in a long time"...He was very impressed with his kindness and professionalism. Great work! Franklin, per Records Specialist Erika F.(11/7/22)

Michael R. called in to express his appreciation for his positive interaction with **Officer Toliver** after having been pulled over upon running a red light. Michael indicated he had a new puppy with him and would Officer Toliver mind engaging with the dog to help with a bit of training for the dog in new situations. Michael was extremely appreciative to Officer Toliver for indulging him with his dog and "going above and beyond." Michael R. (11/14/22)

Re: Missing person "Thank you so much to everyone who responded and shared about our son! We will be forever grateful for **Officer Bennington**! Because of him, we have our son home safely." Linda B. (11/15/22)



"I was out doing GrubHub... I blew out my tire and I decided to call for help...**Officer Houser** came to help and he changed out my tire, he was super nice about the whole thing. He showed me how to change a tire... Thank you for having a good person like him...I live up in Littleton and I was really stranded...I had my daughter with me. I don't know how I would have gotten home. It's just nice to know that there are good people out there. Thank you so much Officer Houser." Florlinda M. (11/8/22)

"Good morning, I wanted to take a moment to recognize the officer [**Officer Stoneking**] who (rightfully) pulled me over. My [child] has developmental delays and medical issues and there are times when he gets incredibly overwhelmed...which can sometimes lead to a lot of screaming, kicking, hitting. . . Unfortunately the day I was pulled over was one such day...he had a tantrum, delaying us and causing him to spiral further. And I made the mistake of turning left after 3:15. When Officer Stoneking pulled me over he was very kind and extended grace we don't always receive. I was trying my best to function in a situation I'm in so many days...Instead of scolding or judging me, Officer Stoneking saw and acknowledged me and my Mama heart. Please thank him for showing me the compassion I didn't even realize I needed that day. Sometimes it takes doing something dumb to refresh and see God's hand. Thank you ALL for what you do. Continued prayers for your safety." S. H. (11/13/22)

**Officer Morrissey** noticed a clinician's customer had a flat tire. Officer Morrissey took the time to change the tire for him. The physical therapist was so impressed. One of the clinic's core values is compassion and he felt Officer Morrissey exuded this quality. Per Cmdr. Varela (11/18/22)



# 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

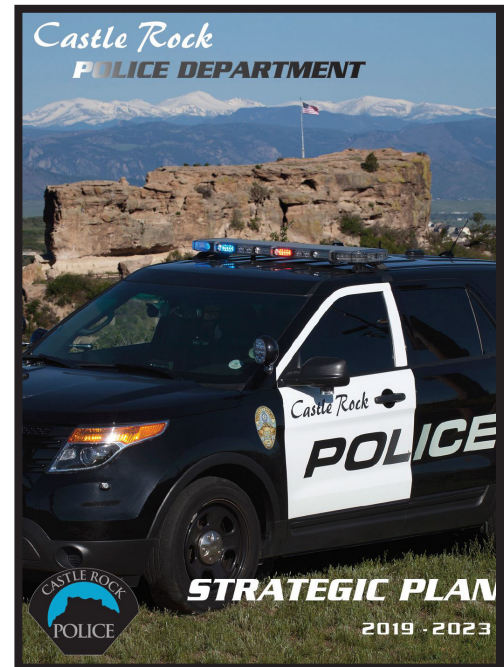
**Priority 2:** Traffic Safety

**Priority 3:** Employees

**Priority 4:** Prepare for Future Growth

**Priority 5:** Community Policing and Partnerships

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



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

## Leading with Success

### The Department is Fully-Staffed

The Castle Rock Police is ending the year fully staffed. In addition to our sworn and professional staff members, CRPD will send four new cadets to the Highlands Ranch Law Enforcement Training Academy at the start of the new year for a total of 122 full-time employees.

We are also grateful to utilize 25 volunteers and more than a dozen explorers. Together, these volunteer positions support our police officers, professional staff, Victims Assistance Unit, and the Town during special events.



# Priority 1: Crime

**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	2022 OCT Crime	2021 OCT Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Homicide	0	0	0.0	2	0	200%*	2 (100%)
Sex Offenses - Forcible	1	2	2.8	15	32	-53%	1 (7%)
Domestic Violence	17	24	16.1	154	148	4%	141 (92%)
Aggravated Assault	2	3	1.5	10	15	-33%	7(10%)
<b>Total Persons Crimes</b>	<b>20</b>	<b>29</b>	<b>20.4</b>	<b>181</b>	<b>195</b>	<b>-7%</b>	<b>151 (83%)</b>

Property Crime Offense	2022 OCT Crime	2021 OCT Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Burglary	5	5	7.6	51	80	-36%	8 (16%)
Fraud/Forgery	15	26	40.9	160	638	-75%	23 (14%)
Motor Vehicle Theft	10	4	7.0	54	64	-16%	2 (4%)
Robbery	0	2	0.4	1	8	-88%	0 (0%)
Theft from Motor Vehicle	23	9	18.5	111	204	-46%	0 (0%)
Theft	52	57	61.6	547	678	-19%	102 (19%)
Vandalism	20	35	32.0	253	356	-29%	51 (20%)
<b>Total Property Crimes</b>	<b>125</b>	<b>138</b>	<b>168.0</b>	<b>1,177</b>	<b>2,028</b>	<b>-42%</b>	<b>186 (16%)</b>

Total Crime Offense	2022 OCT Crime	2021 OCT Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Total Persons Crimes	20	29	20.4	181	195	-7%	151 (83%)
Total Property Crimes	125	138	168.0	1,177	2,028	-42%	186 (16%)
<b>Total Crimes</b>	<b>145</b>	<b>167</b>	<b>188.4</b>	<b>1358</b>	<b>2223</b>	<b>-39%</b>	<b>337 (25%)</b>

\*Increase from "0" is an estimate as it can not be calculated.

## Notes:

1. Persons and Property crimes are reported for the **previous** month due to the transition to NIBRS reporting.
2. Offenses shown with N/A data reflect zero incidents for that specific offense. Any offenses displaying 0% reflect incidents had occurred during the year; however, they had not yet been cleared.

# Priority 1: Crime (continued)



**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 Wait to Enroute	Average Drive Time	Average Time Officers on Scene
NOV	70	2.01	0.40	<b>5.91</b>	85.30
OCT	78	1.54	0.26	<b>5.39</b>	73.45
SEP	67	1.34	0.30	<b>5.20</b>	47.75
<b>2022 YTD</b>	<b>893</b>	<b>1.51</b>	<b>0.33</b>	<b>5.81</b>	<b>65.90</b>
<b>2021 MON. AVG</b>	<b>79.3</b>	<b>1.50</b>	<b>0.30</b>	<b>5.48</b>	<b>66.17</b>

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Cases assigned - Staff Advocates	19	28	21.5	264	234	13%
Cases assigned - Volunteer Advocates	14	12	10.7	141	134	5%
Total cases assigned	33	40	32.2	405	368	10%
Total victims served	84	81	59.4	745	767	-3%
Volunteer office hours	0	6	2.4	45	25	80%
Total call out hours	71	35	15.4	292	175	67%

## Victims Assistance Unit Spotlight

This month, the Victim Assistance staff and several volunteers were honored to assist Colorado Springs Police Department in their response to the shooting at Club Q. CRPD VAU joined other victim assistance staff from around the state to provide crisis intervention at a temporary resource center called the Expo. Advocates helped those impacted by the shooting by navigating resources such as non-profit agencies dedicated to LGBTQ, victim compensation applications, and counseling agencies. It was also an opportunity for some to grieve and share their story. CRPD VAU volunteered 61 hours in assisting our neighboring community of Colorado Springs.





# Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Fatality	0	0	0.0	0	0	0%
Injury	4	2	2.6	40	24	67%
Non-Injury	71	73	64.1	568	747	-24%
<b>Traffic Crash Total</b>	<b>75</b>	<b>75</b>	<b>66.7</b>	<b>608</b>	<b>771</b>	<b>-21%</b>
Traffic Enforcement						
Traffic Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Driving Under the Influence (DUI)	10	9	8.3	95	95	0%
Traffic Citations (Municipal and State)						
Call Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Traffic Tickets Issued	97	121	122.7	1,358	1,407	-3%
Written Warnings	65	115	181.6	868	1,901	-54%



# Priority 3: Employees



**Goal 1: Attract and retain the highest quality employees**

**Goal 2: Train and develop employees**

**Goal 3: Recognize employee accomplishments**

Staffing Levels				
Year	Sworn Officer Turnover	Total Sworn FTE	Total Turnover Rate	% Change from prior year
2022	8	87	9.2%	83.9%
2021	4	80	5.0%	-50.0%
2020	8	80	10.0%	-12.2%
2019	9	79	11.4%	113.6%
2018	4	75	5.3%	29.8%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
NOV	84	4	32	120	23	11	154
Authorized FTE positions	87		32	119			

Training Hours						
Total Hours	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	723.5	622.0	715.8	9,178.3	8,641.8	6.2%
Types of Trainings						Hours per Type
Internal/In-service (Firearms, investigations/Castle Rock Fire Department)						529.0
External Training (Failures in criminal investigations, street counter ambush, women in leadership, FBI LEEDA, emergency vehicle operator course/driving/vehicle containment technique, arrest control, sextortion case studies, intro to criminal technologies, street crimes, Colorado Open Records Act, standardized field sobriety testing, tourniquet, search and seizure, traffic stops)						194.5

Accomplishments / Recognition						
Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments/Commendations	10	13	10.5	89	104	-14%
Recognition / Awards	0	0	5.8	77	65	18%

# Priority 4: Prepare for Future Growth

**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	2022 NOV 87 OFC /58	2021 NOV 80 OFC /55	3-YR MO. AVG	2022 YTD 87 OFC /58	2021 YTD 80 OFC /55	% Change 2021-2022
CFS TOTAL, includes self-initiated (SI)	4,375	4,401	5,307.0	49,347	53,868	-8.4%
CFS, excludes self-initiated (SI)	2,111	2,023	2,082.6	24,433	23,423	4.3%
<b>Year-to-Date (Per 1,000 citizens)</b>	<b>26.0</b>	<b>25.5</b>		<b>300.7</b>	<b>295.2</b>	<b>1.9%</b>
CFS per Officer, excludes self-initiated	24.3	25.3		280.8	292.8	-4.1%
CFS per 1st Responder, excl. self-initiated	36.4	36.8		421.3	425.9	-1.1%

Note: 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 (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
NOV	546	18	3.25	98.7%	99.8%	163.8
OCT	558	18	3.36	98.8%	99.8%	162.6
SEP	472	16	3.33	98.3%	99.8%	179.2
<b>2022 YTD</b>	<b>6,112</b>	<b>18</b>	<b>3.33</b>	<b>99.0%</b>	<b>99.9%</b>	<b>170.5</b>
<b>2021 Monthly AVG</b>	546.0	16.3		98.7%	99.9%	179.8
APCO and NENA Standard:*				<b>90.0%</b>	<b>95.0%</b>	N/A

Mon. Administration Calls	4,361	145
Mon. Outbound Calls	1,337	45
<b>YTD-Administration Calls</b>	<b>47,856</b>	<b>143</b>
<b>YTD-Outbound Calls</b>	<b>12,336</b>	<b>37</b>

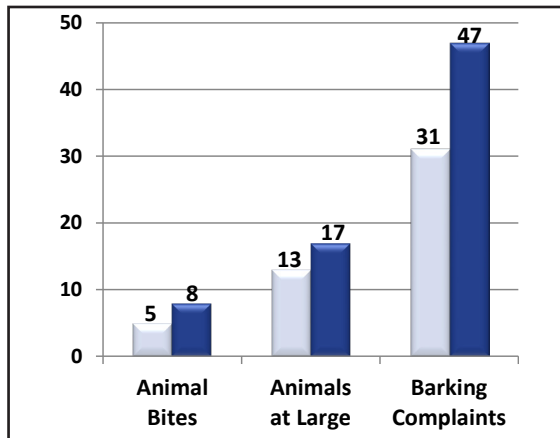
\*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Downtown Liaison Officer (DLO)						
Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Parking Enforcement/CFS	132	131	167	1204	2025	-40.5%
Parking Warnings	13	35	61.7	96	761	-87.4%
Parking Tickets	86	27	39.9	666	261	155.2%

# Priority 4: Future Growth (continued)



## Animal Control Monthly Response Comparison

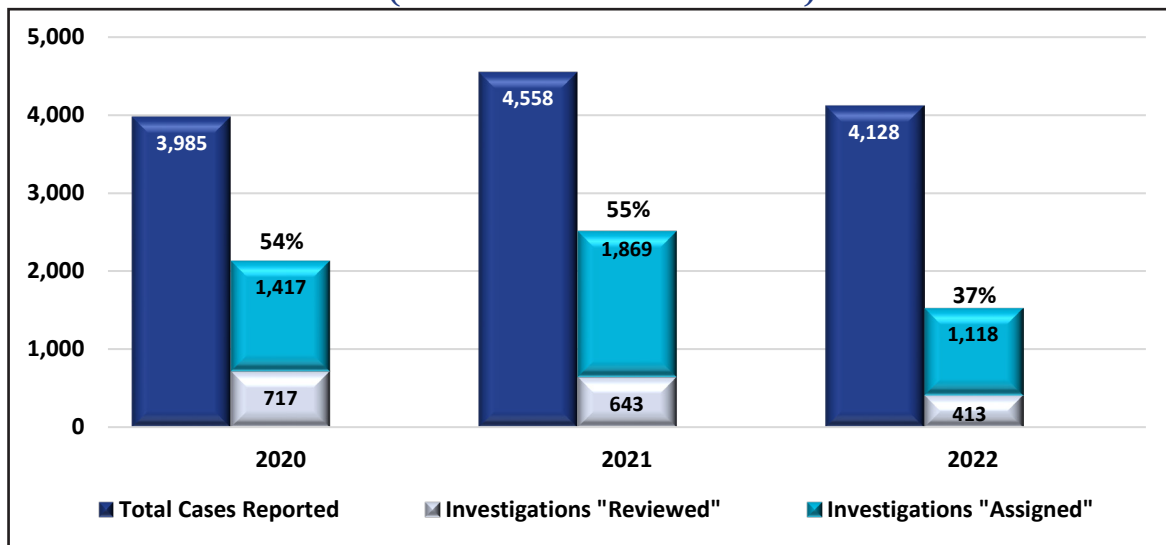


The ACU handled:

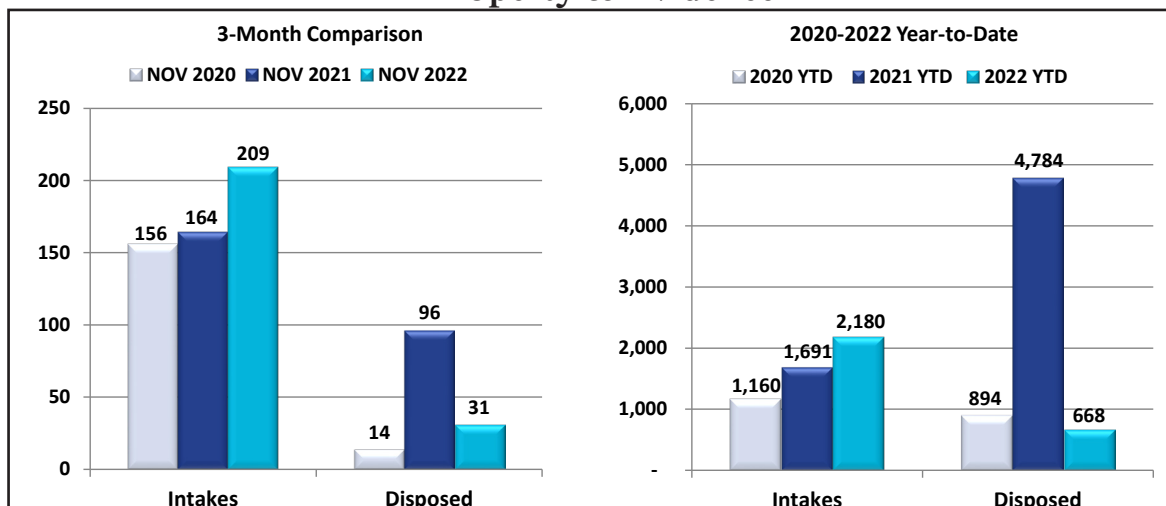
- 63 Percent of animal bites
- 76 Percent of animals at large
- 66 Percent of barking complaints

Note: The remainder of animal calls for service are handled by on-duty officers.

## Investigations Case Reports (2020-2022 Year-to-Date)



## Property & Evidence



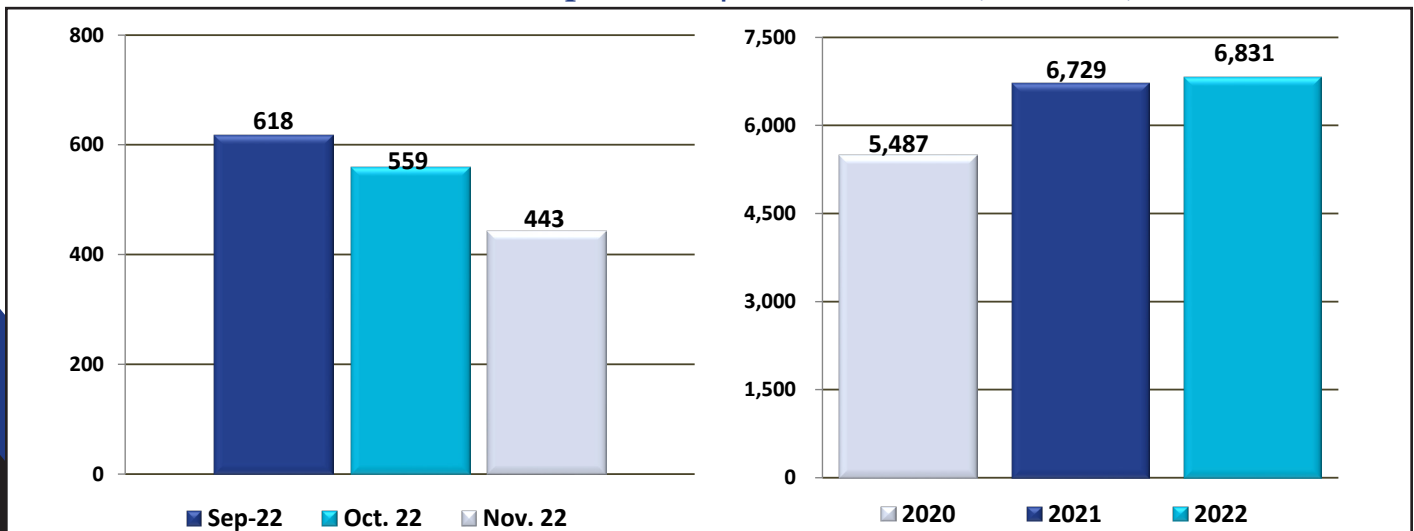
# Priority 4: Future Growth (continued)

## Records Unit

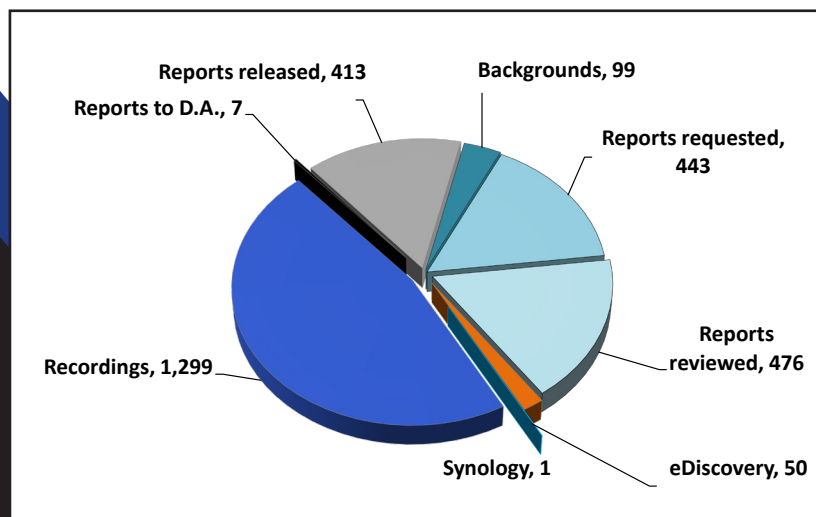
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
NOV 2022	99	443	476	50	1	1,299	7	413
NOV 2021	72	477	460	35	2	969	4	460
% Change 2021-2022	37.5%	-7.1%	3.5%	42.9%	-50.0%	34.1%	75.0%	-10.2%
3-YR MO. AVG.	103	502	505	60	4	713	6	480

\* Felony drug cases

## Total Reports Requested Three-Month Comparison | Year-to-Date (2020-2022)



## 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	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 Year-End	% Change 2021-2022
Crime Free Multi-Housing	0	0	1.9	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	9	-11.1%
Rock Watch	1	0	56.8	881	830	6.1%
CPTED (Crime Prevention)	0	1	1.3	34	22	54.5%
R-U-OK	0	0	1.0	33	17	94.1%
<b>Total Activity</b>	<b>1</b>	<b>1</b>	<b>61.3</b>	<b>981</b>	<b>903</b>	<b>8.6%</b>

Notes: Rock Watch 2021-2022 YTD statistics were revised for accuracy. R-U-OK totals periodically fluctuate as members enter or leave the program.

Volunteer Hours						
Unit Hours	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	218	192.3	167.0	1,949.0	2,199.3	-11.4%
Victim Advocates	544.0	436.0	456.4	5,234.0	4,989.0	4.9%
VIPS-Community Safety Vol.	103.0	112.0	160.3	761.0	1,231.0	-38.2%
<b>Total</b>	<b>865.0</b>	<b>740.3</b>	<b>825.0</b>	<b>7,944.0</b>	<b>8,419.3</b>	<b>-5.6%</b>

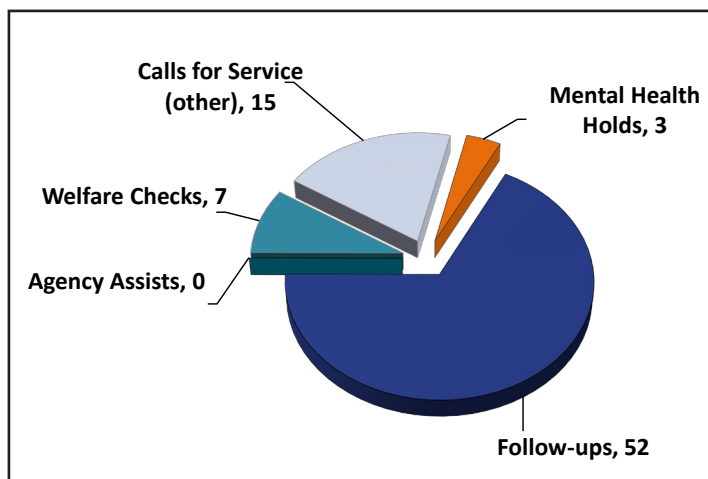
## Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
NOV 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	18,328	4,221	37,537	3,591
Number of Posts	28	36	10	14
Total Viewer Engagement	35,023	214	35,982	3,398
	Police		Town	
Total Call Outs or Incident Response	9		0	
	TOTAL			
Media Inquiries	13			

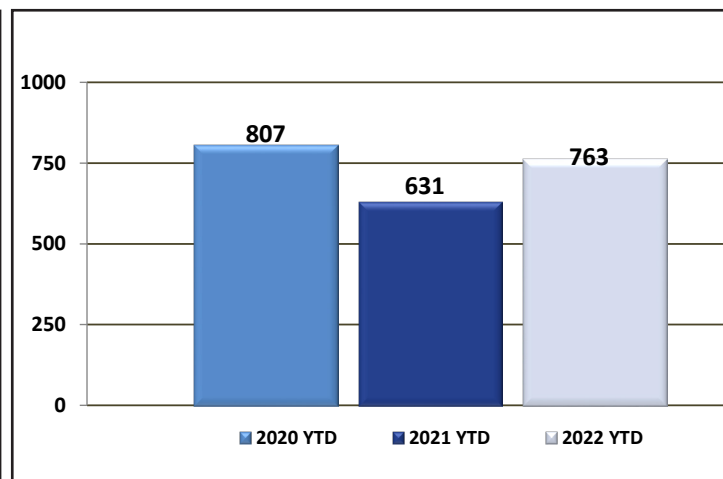
# Priority 6: Technology, Equipment & Practices

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

**November 2022 Call Types**



**CRT Total Calls for Service (YTD)**



**Domestic Violence Lethality Assessment Program (LAP)**

Call Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	7	7	10.1	115	108	6%
High-risk reports	1	4	5.0	47	45	4%

The Lethality Assessment Program (LAP) tool is designed to reduce risks, save lives, and involves an assessment by law enforcement personnel to determine risks in collaboration with community-based victim service providers. More information is found at [LethalityAssessmentProgram.org](https://www.lap.org)

**ePoliceReporting**

Online Reports	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Reports received	28	22	41	331	765	-56.7%

**CueHit (Customer Service Measurement Tool)**

CRPD utilizes a survey tool, which measures customer service on select non-violent or property crime calls for service. Citizens receive a short text survey with an option to rate the service provided between one and five with five being our goal. Citizens may also leave comments. The CueHit results are listed in the table below.

Customer Service Surveys			Rating Results (1 - 5 with 5 as our goal)				
MON/YTD	Sent	Received	5	4	3	2	1
NOV	104	55	47	4	1	1	2
OCT	123	53	48	2	2	1	0
<b>YTD*</b>	<b>1082</b>	<b>561</b>	<b>492</b>	<b>35</b>	<b>16</b>	<b>8</b>	<b>13</b>

\*YTD - Slight discrepancy in total received due to the inclusion of previous test data.



# Department Highlights



## PIO Temby's Corner Top Social Media Post

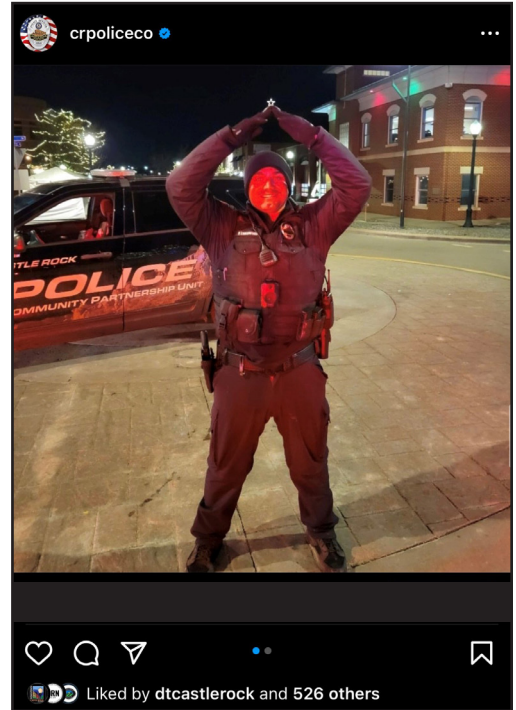
Instagram: November 19 8:34 PM



Another magical Starlighting event is in the books! A huge thank you to everyone who gathered together to kick off the holiday season in Castle Rock -- including our Castle Rock Police Department officers and volunteers. We'd love to see your favorite moments from the night... share them in the comments below!

Photo credit: Officer B. Schuster

#WeWorkForYou #OneByOne #Starlighting



## K9 Unit Shogun & Maverick

### Patrol Deployments: 4

Officer Fellows and Shogun were deployed four times, which included two K9 protection, one area search and one article search.

### Narcotics Deployments: 2

Officer Fellows and Shogun deployed twice on two K9 sniffs.

### Training: 42 hours

The K9 units trained a total of 42 hours during the month.

Note: Maverick continued on medical leave and completed 10 hours of training for the month of November.



Maverick



Shogun

\***K9 Protect** is a term the department uses when a K9 is on the 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, higher risk attempt to contact, etc.