



## 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, February 2, 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.

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

### Approval of Meeting Minutes

[PS 2023-004](#) Public Safety Commission meeting minutes - January 5, 2023

Attachments: [PSC January 5, 2023 minutes](#)

### Fire Department Report

[PS 2023-005](#) CRFD December Report

Attachments: [CRFD December Report](#)

### Police Department Report

[PS 2023-006](#) CRPD December Report

Attachments: [CRPD December Report](#)

### New Business

### Old Business

### Commissioner Comments and Questions

### Adjourn



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date:** 2/2/2023

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**Item #:** **File #:** PS 2023-004

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## Public Safety Commission Meeting Minutes - Draft

Chairperson Nate Marsh  
Vice Chair Janet Peterson  
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### Call to Order and Attendance

- Present** 6 - Chairperson Nate Marsh, Andy Powell, Richard Morton, Carl Smith, Vice Chair Janet Peterson, and Debra Beck
- Not Present** 3 - Don MacBrayne, Clark Hammelman, and Steve Thayer
- Attendance** 3 - Jack Cauley, Norris Croom, and Becky Hernandez

### Approval of Meeting Minutes

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

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

**Mr. Morton moved to approve the December 1, 2022 minutes. Ms. Petersen seconded the motion; the motion carried.**

**Yes:** 6 - Chairperson Marsh, Powell, Morton, Smith, Vice Chair Peterson, and Beck

**Not Present:** 3 - MacBrayne, Hammelman, and Thayer

### Fire Department Report

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

**Attachments:** [CRFD November](#)

- The commission members received the department's November report via email.
- In 2022, the department generated 7,109 calls for service, which is the highest ever received in the history of the department.
  - In 2021, the calls for service were 6,150.
  - If we stay on the same pace, the 2023 projection is 8,200.
- New Year's Eve Fireworks Show
  - Discussion on fireworks falling into the snow in the surrounding area as well as noise complaints.
  - Wildland fire concerns will most likely cause the cancelation of all future fireworks in Castle Rock. There is no longer a 500-foot radius available anywhere within the town.

- Vacancies within the department discussed.
- American Legion Post - Firefighter of the Year
  - One of the CRFD firefighters was nominated and received the local post's annual award. The Colorado American Legion Post then named him as their firefighter of the year. His nomination has now been moved to the national level.
- Former CRFD's Fire Chief Schum died on Dec. 12, 2022.
  - Schum brought the department from a volunteer agency to a combination department.
- CRFD's Annual Awards banquet will be held at The Oaks at Plum Creek - Feb. 11 (6pm)
  - Invitations forthcoming.
- Questions for Chief Croom
  - What is the status of the Fire Marshal position?
    - The position closed on Jan. 4 (approximately 40 applications received).
  - Comment on the Pulse Point coffee sleeves, which included a QR code.
    - Chief Croom stated there has been an increase in Pulse Point users since the sleeves were distributed. A grant from PulsePoint was used for this purchase.
  - What is Image Trend?
    - A new records management system, which will consolidate approximately four different systems into one.
    - It is web-based, which allows for more flexibility.
  - Question on CRFD's special operations response capability.
    - CRFD has technicians trained in a variety of specialized responses such as ice rescue, rope, collapse, hazmat, etc.
    - The department also has mutual aid resources when required.

## Police Department Report

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

**Attachments:** [CRPD November](#)

- The commission members received the department's November report via email.
- Department's Swearing-in and Promotional ceremony held on Jan. 4.
  - The ceremony was well attended.
  - Recognized new police officers and 2022 department promotions.
- Staffing update
  - Four CRPD members begin the police academy next week.
  - The department is fully staffed.
- The department has been busy with calls for service.
- Remodel
  - Construction on the basement level continues.
- Promotional process

- There is a current promotional opportunity for a sergeant position and possible corporal position due to a new sergeant position, which was approved for 2023.
- Chief Cauley's 2022 department-wide one-on-one meetings were completed last month.
- Questions/Comments for Chief Cauley:
  - Monthly newsletter comments and feedback from citizens discussed.
  - Are 360-reviews performed on staff members? Chief Cauley explained our annual review process.
  - Conveyed appreciation for the swearing-in and promotional ceremony as it relates to Chief Cauley's opening comments and what it means to the families who attended.
  - Regarding the VA volunteer hours at Club Q - appreciation extended.

## **New Business**

N/A

## **Old Business**

N/A

## **Commissioner Comments and Questions**

- Mr. Smith commented on the following:
  - Aurora's Deputy Chief Hammons funeral service is Saturday, Jan. 7.
  - One of PD's officers stopped to remove a large piece of steel from a roundabout, which he had never witnessed before - appreciation extended.
  - Regarding the recent shutdown of the I-25 regarding the tanker that fell off the edge, can anything be done when the street/ramp shutdowns is prolonged into several hours? Both Chiefs explained their departments work with CDOT and CDOT's recommended for alternate routes for these types of highway crashes.
  - Mr. Smith mentioned his neighborhood's landscape committee and their annual review of policies. He then requested the PSC commissioners review the policies/bylaws. Chief Croom stated this type of review is typically conducted in June when new commission members come on board.

## **Adjourn**

Mr. Smith made a motion to adjourn the meeting; Ms. Petersen seconded the motion.

**The meeting adjourned at 4:05 p.m.**

**The next Public Safety Commission meeting is scheduled for February 2, 2023 at**

3:00 p.m. at the Municipal Courtroom.



# Town of Castle Rock

## Agenda Memorandum

**Agenda Date: 2/2/2023**

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**Item #: File #: PS 2023-005**

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# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

## December 2022 Monthly Report

**Department News:** The Annual Fire Safety Coloring Contest is hosted every fall by the Castle Rock Fire and Rescue Department. This fun and educational coloring contest is a safety message turned into creatively colored pictures by any of the 3rd – 6th graders in the Castle Rock area that wish to participate. Winning entries are made into decals that are placed on the side of a fire truck where it will reside the entire year. Crews went to each of these schools for presentations to recognize winners and to give each of their classes ice cream treats to share.



Josie from Clear Sky

Penelope from Academy Charter



Owen from Rock Ridge



Leona from South Ridge



Teegan from Academy Charter

**Vision - To Be The Best - at providing emergency and prevention services**  
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**Operations Division:**  
**Deputy Chief Rich Martin**

**Customer Service:**

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time  
**December 2022 ...100%**

Of the 36 customer survey cards we received in December, 35 had highest overall rating of 5, and 1 had a rating of 4. Some of the comments we received read; *“The EMT & Fire staff realized the severity of my situation & responded to my needs quickly. Thank you.”* Another read; *“The ambulance team, Cody & Josh, were prompt, courteous and professional. The other responders were fantastic as well. Thank you so much for your help!”* Another read; *“Very professional. Felt safe & secure at all times. Thank you for helping me through my situation.”*

**Call Statistics:**

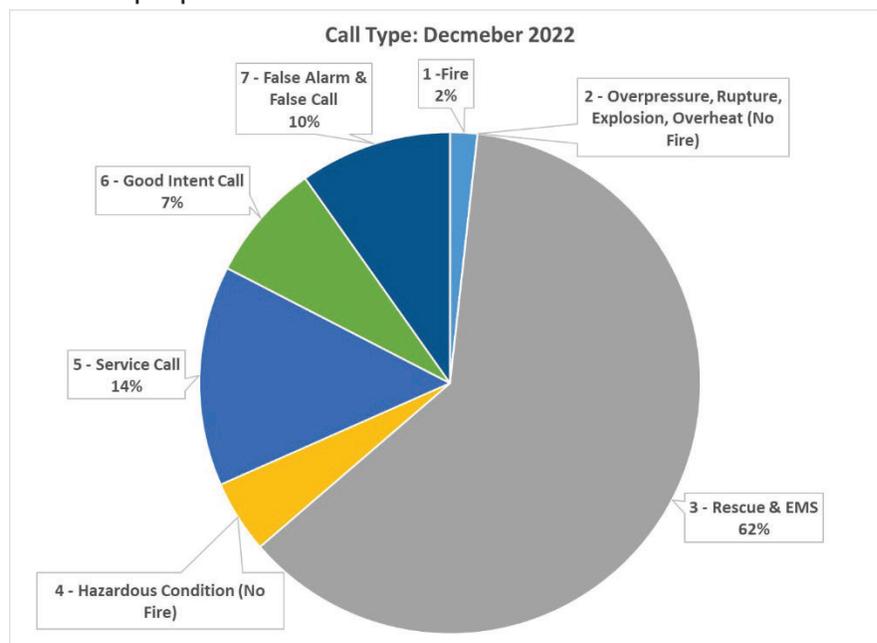
For the month of December, we responded to 686 calls for service. Last year at this time, we responded to 519 calls. This places our year to date calls at 7,109, which is 959 more calls or 13.5% higher than last year. Average calls per day for the month were 19.

Of the 686 calls for service in December, 422 of the calls were for EMS. We had 385 patient contacts and transported 301 patients. This time last year, we had 258 transports.

**Fire Calls:**

During the month of December, we ran 14 fire calls compared to 14 in December 2022. We had 60 alarm calls, which is 6 more than last year.

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



### Emergency Medical Service Calls:

For the month of December, there were 301 total patients transported. 232 patients were transported to Castle Rock Adventist, which is 77% of all patients transported. 39 patients were transported to Sky Ridge, which is 13% of all patients transported.

### Measurable Outcomes:

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

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

Monthly alerts called by crews and follow-up

<b>Trauma Alerts</b>	<b>1</b>	Transported to appropriate facility	<b>100%</b>
<b>Stroke Alerts</b>	<b>2</b>	Transported to appropriate facility	<b>100%</b>
<b>STEMI Alerts</b>	<b>1</b>	Transported to appropriate facility	<b>100%</b>
<b>Sepsis Alerts</b>	<b>7</b>	Transported to appropriate facility	<b>100%</b>

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

### Significant Incidents:

- On December 5<sup>th</sup>, Quint 151, Medic 151, Engine 152, Engine 154, Chief 151, Bureau 152, Bureau 153, Hazmat 153, Training 151, Medic 161, and Battalion 151 responded to Interstate 25 and mile marker 181.5 for a reported motor vehicle crash. Crews found one semi-truck and trailer over the embankment over Plum Creek and six additional passenger vehicles crashed on the Interstate. One driver from the semi-truck was treated and transported to a local hospital. All occupants of the additional involved vehicles denied injury. Colorado State Patrol Hazmat arrived and CRFD crews worked with several agencies to control a hazardous materials incident created by diesel fuel from the semi-truck.



- On December 16<sup>th</sup>, Engine 154 and Quint 151 responded to an initially reported fire alarm that changed to a smoke investigation, and was then upgraded to a residential structure fire on Robin Song Court. The following units were added to the response: Medic 36, Medic 151, Engine 152, Engine 39, Chief 154, Division Chief 151, Battalion Chief 151, and Bureau 153. Crews arrived and found the residence charged with black smoke and a fire in the main living area of the residence.

Crews quickly extinguished the fire and searched the residence finding one live cat and nobody else in the residence. The cause of the fire is under investigation.

**Life Safety Educators:**

In December, we continued to have numerous scheduled events throughout the month, contacted 736 citizens through 10 scheduled public education events, and had numerous other contacts through unscheduled visits at the stations.

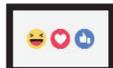
A synopsis of events that occurred this month include:

- CPR was taught to 60 Castle Rock Police Officers.
- Hands Only CPR was taught to 38 6<sup>th</sup>-8<sup>th</sup> graders at World Compass Academy.
- The team delivered Santa to Story Tellers and S'mores at Festival Park.
- 16 car seat checks.
- Station and school visits continued throughout the month.
- Coloring Contest presentations were made to all of the winners at their schools. We are proud to report a 22% increase in student participation this year!

The Public Education Team continues to regularly meet. At this month's meeting, the team discussed; coloring contest success, Pulse Point/CRFD coffee sleeve distribution, car seats and the upcoming data collection project, car seat proxy dates for 2023, and the status of the binders for education.

**Public Education Statistics:**

For the month of December, we made contact with 763 citizens through 10 different events, totaling 13 hours of education. Of the 763 citizens we made contact with, 645 were children (18 years of age or younger) and 118 were adults.

CRFD Facebook November 2022	
	3,230 Followers
	899 Likes and Reactions
	2,175 Page Views
	2,945 Post Engagements

**PulsePoint Monthly Active Users (MAUs):**

During November (reporting is one month in arrears), 957 users following CRFD on the PulsePoint app enabled CPR alerts and 4,315 Monthly Active Users (MAU). 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.

**Deputy Chief Commentary:**

Our call volume finished well above last year. Through the month of December, we have responded to 13.5% more calls for service than last year at this time.

Wildland fire conditions did improve somewhat this past month. We continue to work in conjunction with our county partners.

We had two firefighter paramedics resign in December to pursue other career paths. We wish them both the best as they start the next chapters of their careers.

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 increased significantly this past month in part to the current increase in influenza and other respiratory illnesses, along with other serious medical and trauma calls in our region.

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 were completed by the end of December.

In December, members were involved in physical fitness for a total of 247.5 hours.



A drop-in station visit

## **Administration Division:**

### **Fire Chief Norris Croom**

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

December ended with the department running the most calls for service ever. With 7,109 total calls and 6,826 calls in our jurisdiction, this represented 13.5% (from 6,150) and 14% (from 5,844) respective increases. We averaged 19 calls per day and 592 calls per month districtwide. Increases in calls were seen across all areas including fires (+40), EMS (+641), alarms (+58), and other miscellaneous (+220). If we continue on this trajectory, we could potentially respond to over 8,200 calls in 2023.

The Town converted over to a new financial, HR, and payroll system called UKG effective December 24. This system will consolidate a number of different software applications previously being used into one system that will allow for greater ease of use for our employees and the Town. As with any new software system, there have been some minor issues, so please be patient as we bring this system completely up to speed.

Due to the construction of the Macanta subdivision off of Crowfoot Valley Road, the fire management zone for that area had to be modified to reflect hydranted versus unhydranted areas. Macanta is now in the original zone, FMZ 15502, and the rest of the zone is now FMZ 155021, indicating unhydranted. This required CAD and GIS changes to the base maps as well as writing new response plans for zone 155021. Station orders were also reviewed, and no changes were made for either zone with Station 155 being first due, followed by Stations 154 and 184 (Franktown Fire) as the next two.

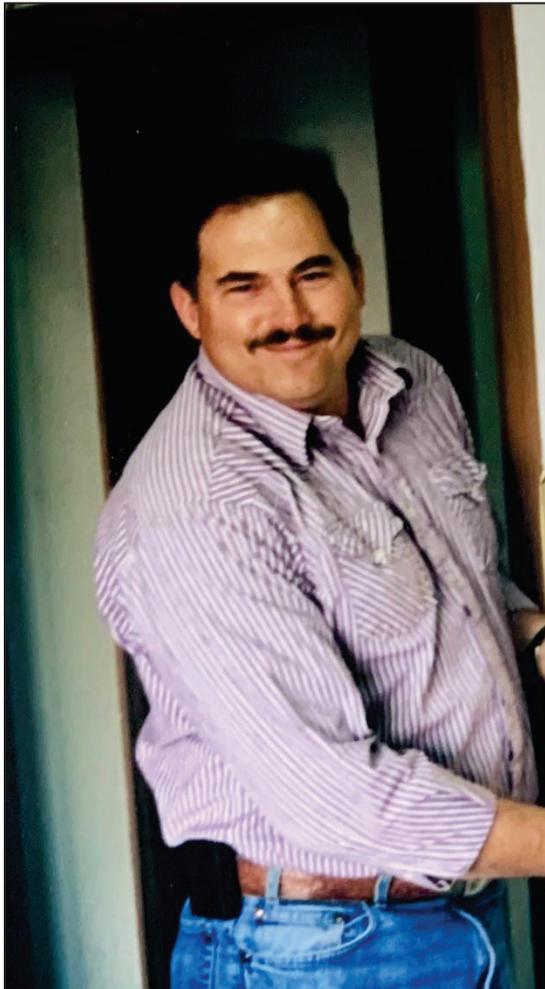
The Board of County Commissioners New Year's Eve fireworks show was successfully held at the Douglas County Fairgrounds. Turnout at the fairgrounds was good, we were fortunate to have snow on the ground to prevent any fires from the fallout, and there were no significant incidents as a result of the show.

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

GIS finalized the changes to the town evacuation maps, and created version 2.0. These updated maps have been sent to representatives from Public Works and CRPD for an additional review, 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. These will be for internal use only in the event of a significant event requiring an evacuation of any area in town.

We had two members resign from the department in December. With the upcoming hiring process and recruit academy for 2023, we are working to fill these two vacancies as part of that process.

The Department presented the awards for the annual Poster Contest last month, with five winners selected from four schools. There were over 220 entries this year, and this program continues to be successful in engaging our local elementary students in fire safety education.



Finally, retired Fire Chief Joseph M. Schum III died on December 12 after a 25 year battle with MS. Chief Schum served as the fire chief from 1985 until 1997 when he medically retired from the department. He was instrumental in moving the department from an all-volunteer force to a combination department during his tenure with the hiring of the first career firefighter in 1993, and then additional career firefighters in subsequent years. Rest in peace, Chief!

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## **Life Safety Division:**

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

### **Statistics:**

Inspection Type	Number	Hours
Complaint	0	0
Customer Inquiries	26	9.5
Construction	84	75.25
Business Insp	82	60.50
Special or Special Event	1	5.0
Other Inspections	10	11.75
Total Inspections	203	162

### **Plan reviews:**

A total of 111 plan reviews (87 hours) were completed during the month of December.

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

Response Assist – 29 responses taking 33 hours to complete  
Investigation – 4 entries requiring 8 hours of time to complete

### **Training:**

The division as a whole entered 7 hours of training during the month of December.

### **UAV's:**

Total Flights – 7  
Total Flight Feet – 18,967

## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

We really enjoyed spending time with each crew at this month's 20s Drills! Following a recent safety team internal investigation, we identified a gap in our formal training on usage of the battery-powered cot. To close that gap, we designed an obstacle course at Station 152 that highlighted the different functions of the cot, the need for team communication, and how to maneuver the cot over different surface transitions. While we had a lot of fun doing the course, this is a fundamental skill set that we were thankful to revisit.

December's department-wide training is our annual CIRSA required review of injury prevention. Thanks to everyone for understanding the need and pushing through. Throughout the month, we were also able to complete this year's safety and survival training including the bailout skills at the FTC.

Following discussions at the Executive Staff level, the Training Division will take full responsibility for the department's technical rescue training. We are hopeful that we'll be able to streamline the planning side of the trainings and provide continued excellent support of our subject matter leads. We look forward to supporting operations in this capacity!

SimsUShare: The latest evolution of this program includes the involvement of our dispatchers into the simulations. With each shift having completed a round of training with dispatch, we think that we've found a good way to ensure their appropriate participation levels, and we are looking forward to having them involved moving forward. Conversations with dispatch have proven that they are finding a ton of value with the trainings, are enjoying seeing what you are talking about, and they are wanting to be involved as much as possible.

CMCB: We were able to host several FO1 written exams and a FO1 skillsheet completion session for four of our members. This showed another wonderful benefit of the CMCB process and allowed our members to successfully complete their FO1 skillsheets in about four hours – filled with CRFD centered discussions focused on what we would want our Lieutenants to know and understand. Earlier in the month, we also participated in the first part of a strategic planning session for CMCB, and we expect that plan to be formalized by the second quarter of 2023.

Hiring Processes: We are continuing to work through the 3Ps and background processes for several new members. As it stands today, we are now looking at sending three people to the WMFR academy and having three people go through our lateral academy. That would leave us with one position to try to potentially fill later this year.

In December, crews trained for more than 1,562 hours on a wide range of topics to stay operationally prepared including safety, leadership, extrication, airway skills, driver/operator, engine and truck company operations, 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



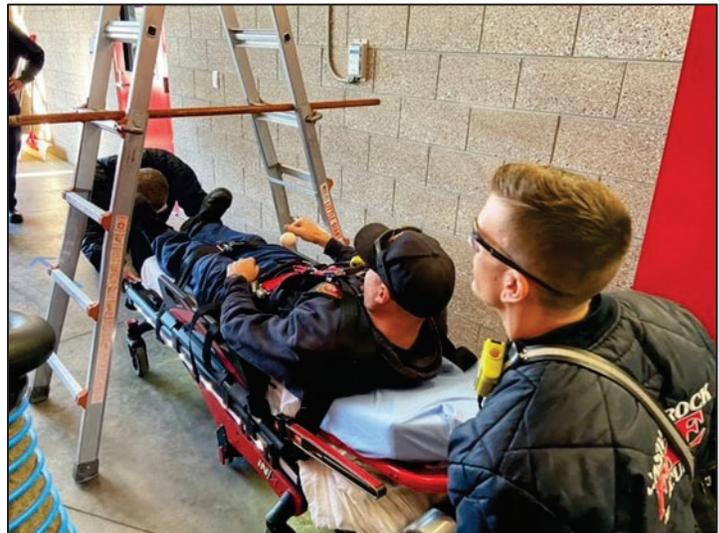
Annual CRFD training hours for the last three years



Working through difficult intubation situations



Obstacle course cot training



Obstacle course cot training

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

**Division Chief Commentary:**

December is always full of activity as projects are completed and closed out for the year, or extended into next year. We also begin gearing up for the new year and new budget to start in January. This year has been no exception.

Work continues on the door raise project at Stations 154 and 155; due to various delays from the contractor and weather, this project will continue into next year. The rear doors have been completed and work has moved to the front of each station.

We had issues with the new Bauer breathing air compressor that was to be delivered. After driving to the freight terminal due to multiple missed deliveries, I inspected and had to refuse the delivery due to shipping damage. Bauer has been in the communication loop and is working to expedite a new compressor.

Station 153 and 154 landscape design work is progressing. Working with Lime Green Design, Facilities and Parks we are honing in on completing the plans for these two stations. Once complete, we will have the design and plans for a RFP for the work to be done.

Further projects extending into 2023 include the air/light trailer replacement. In 2022 we made the switch to MSA SCBA, and made a vendor change for our medical oxygen allowing us to move into tote head portable bottles. We had a Plymovent exhaust drop installed at Station 153 in preparation for the new air/light trailer.

The R&D team completed some large projects, such as Class B foam and thermal imagers. The apparatus team was revamped, a new engine specification was made and an engine was approved and ordered for Station 156 to open in 2025. Additionally, in December, Logistics created an electronic fuel log for crews to log fuel filled into vehicles through the PSTRax platform, and the SCBA module came on-line with a full go live date of January 1, 2023. This required the updating of multiple SOG's and an Administrative Directive to bring us in-line with NFPA 1852. We also stood up the assets module in PSTRax to fulfill the intent of CFAI Peer Team recommendation report.

Recommendation 6 states: *It is recommended that CRFD develop a plan to ensure that all types of equipment tested by third party vendors have been tested, including loose equipment stored at facilities. (6E.3)*

We have already begun work on projects scheduled and budgeted for 2023. This includes the thermal imager camera (TIC) replacement. The R&D team had completed evaluations last year and made a recommendation for the FLIR K55 camera. We are currently getting quotes for those cameras, lanyards and chargers.



Annual equipment testing has been scheduled and starts in the month of January for Hurst Rescue Tools and SCBA annual flow and testing, with hose and ladder testing to follow later in the year.

LEST Keegan continues to handle the day to day logistics needs of the department. This includes tools, equipment, uniforms and PPE. He is also the primary approver of the Home Depot / Supply Works station supplies orders. LEST Keegan has been proactively working on next year's testing schedule for equipment needing third party testing. He has also been working on annual required testing, such as our annual SCBA fit testing. Tad has also been working with MES to get the replacement bunker gear order completed for those on the replacement schedule this year and has also been working with the prospective new recruits for all their gear and uniform needs.

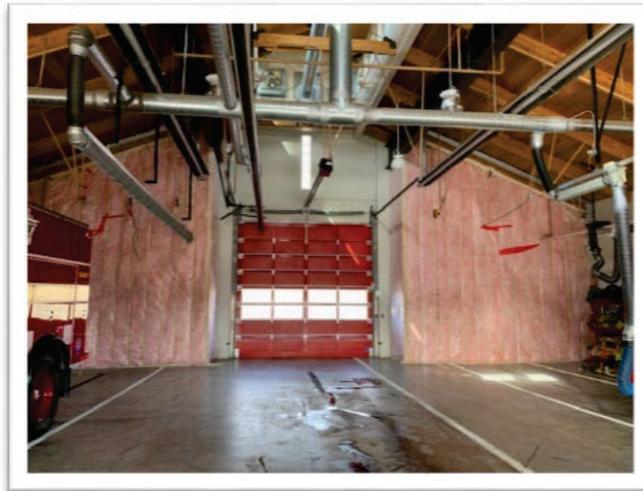
Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. He continues to handle all repairs and maintenance on the heavy fleet and, as needed, on the light fleet. In 2022, Ben spent a total of 1,847 hours on 45 pieces of equipment and 91 equipment work orders. This equates to an 89% productivity rate. For some perspective, if we were to sub this labor out to Front Range Fire Apparatus, it would cost the department \$304,755.00. In addition, the government fleet standard for productivity is 70% of available hours or 1,456 hours. At last check, South Metro Fleet was at 76% or 1,580 hours. Sr. EVT Jennings is exceeding these comparable hours. On one hand, this is strong work and a great job by Ben! On the other, it shows that he is closing in on maximum effort and availability. As we continue to grow and get busier, this highlights the ongoing need for additional help in the Logistics Division.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for December are 7,969. Year to date is 66,414, and the total since we began the program is 193,077. 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  
MDC GPS issues

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



Station 155 door project

## Accreditation and Emergency Management:

### Assistant Chief Craig Rollins

In December the State, County, and Tri-County health departments, in conjunction with the North Central Region's Healthcare Coalition, suspended the bi-weekly status calls monitoring the RSV and MPX issues due to declining infection rates and the healthcare systems ability to manage resources internally.

In December, the department conducted its 2022 Program Appraisal and Program Review. Generally speaking, all programs are moving forward and in-line with staff expectations. Last year (2021), a second suppression company was added to all MVC incidents. This year there was discussion about adding a second suppression company to all calls on I-25 and other high-speed or high-traffic areas. The decision was made to add a second suppression company to all calls, regardless of incident type, on I-25. The executive staff will review system impacts and decide if it is appropriate to add an additional company on other roadway incidents. This would also require the creation of numerous fire management zones (FMZ) to ensure the proper response plans are dispatched.

The department sent three members (Chief Martin, Chief Gile, and Lieutenant Moore) out as CFAI peer assessors in December. All agencies visited will be recommended for accredited status. One of the benefits we see from providing peer assessors is understanding how other agencies are addressing challenges that may be similar to our own and potentially exposure to challenges that we may see in the future.

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.

### November 2022 Summary:

#### Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	548		1179		362		838	
Urban	383	70%	787	67%	238	66%	524	63%
Rural	116	21%	252	21%	84	23%	189	23%
Interstate	4	1%	91	8%	3	1%	86	10%
Blank	45	8%	49	4%	37	10%	39	5%
Mutual Aid Calls	49	9%	147	12%	41	11%	123	15%
Aid Received	31	6%	108	9%	25	7%	92	11%
Aid Given	18	3%	39	3%	16	4%	31	4%

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# Town of Castle Rock

## Agenda Memorandum

**Agenda Date: 2/2/2023**

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**Item #: File #: PS 2023-006**

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Photo Credit: Corporal A. Lane



2020-2023

## 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

*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.

"The people of Castle Rock, are indeed fortunate to have **Officer Houser** represent them in matters of law enforcement in their community. In my contact with him it was obvious he is a person of honor and integrity. His motivation is to be a person of service while maintaining order. Salutes to a man in blue!"  
Jim W. (12/2/22)

Thanks were expressed for all of the officers who responded to his home and, especially thank **Dispatcher Michelle S.**, for their professionalism and guidance, during the recent incidents.  
C.W. (12/5/22)

"**Officer Thompson** is THE BEST! He's been such an inspiration and a great mentor to both of my kids whom are now LEO. Watching his dedication to these kids & the community is heart warming."  
M. O. (12/5/22)

"On behalf of the Mesa Middle School bus drivers, I wanted to take the time and recognize one of your officers, School Resource **Officer L. Godfrey** from Mesa Middle School. He is a force multiplier, dedicated to improving the school's environment. He is committed to helping both students and administrators and does so with ease and a smile. Officer Godfrey is a true leader whose presence and actions have made a positive impact on the institution he represents. We all enjoy working and interacting with him. You are a valued member of our community. Thank you for all you do."

Leon S. (12/11/22)

A woman from [a local home school program] called to express her thanks to **Officer L. Godfrey** for de-escalating a situation...She stated they "absolutely loved and appreciated Luke," that he was "very professional, loving, and considerate," and he "did a wonderful job talking to the [child] and did a great job talking to his mom, he was incredible."

"Total kudos to him." She also expressed thanks to **Officers Meyers & Milord** as well, and they "were very professional and just very kind" in their response to the situation as well.

K. E. (12/13/22)



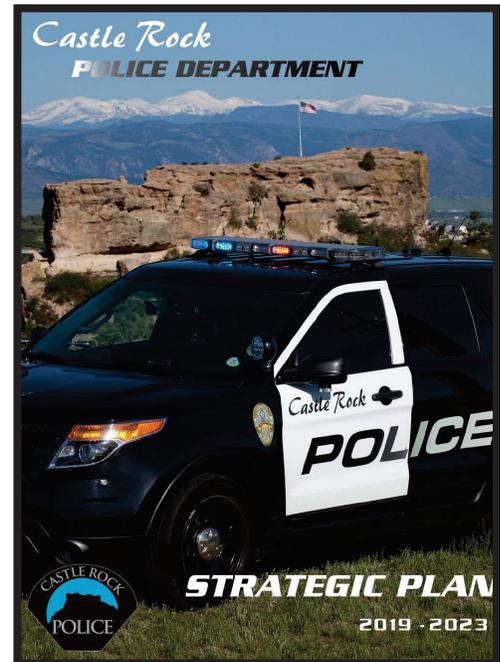
# Message from the Chief



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](http://CRgov.com/PDplan)

## Leading with Success

### Lost Necklace Reunited with its Owner!

In December, the necklace at right was found at one of our local parks and turned in to our department. The information was placed on social media in hopes of finding the owner – and we did!

However, the person who lost the necklace did not have transportation to the property and evidence location, so officers from the Community Partnership Unit offered to pick it up, and then delivered it. It certainly was a happy reunion for all!



# 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 NOV Crime	2021 NOV 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	0	3	2.8	15	35	-57%	1 (7%)
Domestic Violence	11	12	16.1	165	160	3%	149 (90%)
Aggravated Assault	2	2	1.5	12	17	-29%	8(67%)
<b>Total Persons Crimes</b>	<b>13</b>	<b>17</b>	<b>20.4</b>	<b>194</b>	<b>212</b>	<b>-8%</b>	<b>160 (82%)</b>

Property Crime Offense	2022 NOV Crime	2021 NOV Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Burglary	2	12	7.6	53	92	-42%	8 (15%)
Fraud/Forgery	12	17	40.9	172	655	-74%	24 (14%)
Motor Vehicle Theft	1	5	7.0	55	69	-20%	3 (5%)
Robbery	0	1	0.4	1	9	-89%	0 (0%)
Theft from Motor Vehicle	6	11	18.5	117	215	-46%	0 (0%)
Theft	31	50	61.6	578	728	-21%	112 (19%)
Vandalism	19	42	32.0	272	398	-32%	53 (19%)
<b>Total Property Crimes</b>	<b>71</b>	<b>138</b>	<b>168.0</b>	<b>1,248</b>	<b>2,166</b>	<b>-42%</b>	<b>200 (16%)</b>

Total Crime Offense	2022 NOV Crime	2021 NOV Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Total Persons Crimes	13	17	20.4	194	212	-8%	160 (82%)
Total Property Crimes	71	138	168.0	1,248	2,166	-42%	200 (16%)
<b>Total Crimes</b>	<b>84</b>	<b>155</b>	<b>188.4</b>	<b>1442</b>	<b>2378</b>	<b>-39%</b>	<b>360 (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
DEC	102	1.44	0.31	<b>5.70</b>	61.62
NOV	70	2.01	0.40	<b>5.91</b>	85.30
OCT	78	1.54	0.26	<b>5.39</b>	73.45
<b>2022 YTD</b>	<b>986</b>	<b>1.50</b>	<b>0.32</b>	<b>5.96</b>	<b>65.25</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 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Cases assigned - Staff Advocates	30	18	21.5	294	252	17%
Cases assigned - Volunteer Advocates	24	10	10.7	165	144	15%
Total cases assigned	54	28	32.2	459	396	16%
Total victims served	89	56	59.4	834	767	9%
Volunteer office hours	10	0	2.4	55	25	120%
Total call out hours	36	26	15.4	328	201	63%

### Victims Assistance Unit Spotlight

“I am so very grateful to the VAU’s volunteer team. They contributed just over 5,800 hours of service in 2022, which includes overnight on-calls, monthly trainings, and representing the VAU at events like National Night Out and Heroes and Helpers (shown at right). They are tireless, selfless and have remarkable hearts for service providing some comfort during traumatic events,” VA Coordinator Binks.

“Unless someone like you cares a whole awful lot, nothing is going to get better. It’s not.” Dr. Seuss.



Pictured: Volunteers Michelle Weldon, Kayleigh Gustafson, Crystal Porras, and VAC Binks

# Priority 2: Traffic Safety

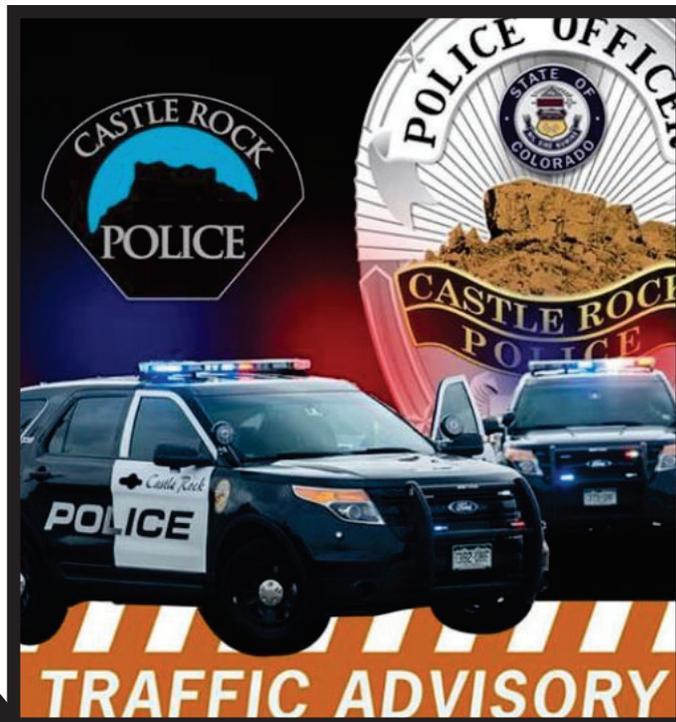
**Goal 1: Increase traffic safety on the roadways in the Town of Castle Rock**

Traffic Crashes						
Crash Type	2022 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Fatality	0	0	0.0	0	0	0%
Injury	14	6	2.6	54	30	80%
Non-Injury	95	72	64.1	663	819	-19%
<b>Traffic Crash Total</b>	<b>101</b>	<b>78</b>	<b>66.7</b>	<b>717</b>	<b>849</b>	<b>-16%</b>

Note: As of December 2022, traffic crash statistics are reported through CARFAX.

Traffic Enforcement						
Traffic Type	2022 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Driving Under the Influence (DUI)	7	8	8.3	102	103	-1%

Traffic Citations (Municipal and State)						
Call Type	2022 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Traffic Tickets Issued	57	64	122.7	1,415	1,471	-4%
Written Warnings	58	47	181.6	928	1,948	-52%



# 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 (incl. Vol.)
DEC	84	4	32	120	23	11	154
Authorized FTE positions	87		32	119			

Training Hours						
Total Hours	2022 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	720.0	388.5	715.8	9,898.3	9,030.3	9.6%

Types of Trainings	Hours per Type
<b>Internal/In-service</b> (CPR/Basic First Aid re-certification, Investigations – Officer Involved Shootings)	542
<b>External Training</b> (Active shooter response, explorer leadership, LE response to suicidal subjects, rifle armorer, arrest control, emergency vehicle operations, search and seizure, Standardized Field Sobriety Test (SFST) certification)	178

Accomplishments / Recognition						
Type	2022 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments/Commendations	10	9	10.5	99	113	-12%
Recognition / Awards	0	2	5.8	77	67	15%

# 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 DEC <small>87 OFC /58</small>	2021 DEC <small>80 OFC /55</small>	3-YR MO. AVG	2022 YTD <small>87 OFC /58</small>	2021 YTD <small>80 OFC /55</small>	% Change 2021-2022
CFS TOTAL, includes self-initiated (SI)	4,215	4,225	5,307.0	4,215.0	4,225.0	-0.2%
CFS, excludes self-initiated (SI)	2,249	2,079	2,082.6	2,249.0	2,079.0	8.2%
<b>Year-to-Date (Per 1,000 citizens)</b>	<b>27.7</b>	<b>26.2</b>		<b>27.7</b>	<b>26.2</b>	<b>5.7%</b>
CFS per Officer, excludes self-initiated	25.9	26.0		25.9	26.0	-0.4%
CFS per 1st Responder, excl. self-initiated	38.8	37.8		38.8	37.8	2.6%

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)
DEC	594	19	3.63	98.8%	99.8%	186.4
NOV	<b>546</b>	<b>18</b>	<b>3.25</b>	<b>98.7%</b>	<b>99.8%</b>	<b>163.8</b>
OCT	<b>558</b>	<b>18</b>	<b>3.36</b>	<b>98.8%</b>	<b>99.8%</b>	<b>162.6</b>
<b>2022 YTD</b>	<b>6,706</b>	<b>18</b>	<b>3.36</b>	<b>99.0%</b>	<b>99.9%</b>	<b>171.9</b>
<b>2021 Monthly AVG</b>	546.0	16.3		98.7%	99.9%	179.8
<b>APCO and NENA Standard:*</b>				<b>90.0%</b>	<b>95.0%</b>	N/A

Mon. Administration Calls	4,164	134
Mon. Outbound Calls	1,114	36
<b>YTD-Administration Calls</b>	<b>52,019</b>	<b>143</b>
<b>YTD-Outbound Calls</b>	<b>13,450</b>	<b>37</b>

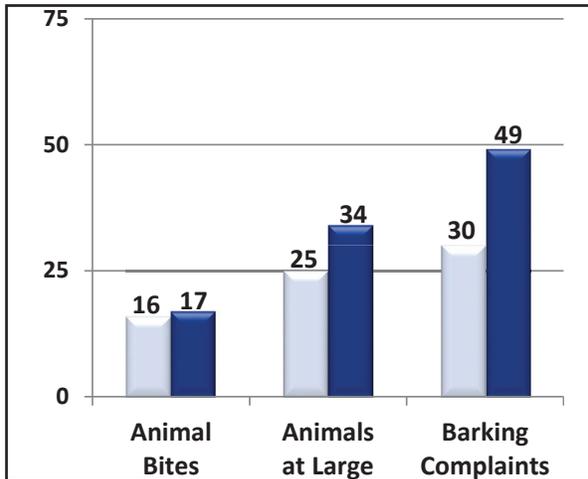
\*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Downtown Liaison Officer (DLO)						
Type	2022 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Parking Enforcement/CFS	94	48	167	1298	2073	-37.4%
Parking Warnings	3	5	61.7	99	766	-87.1%
Parking Tickets	67	4	39.9	733	265	176.6%

# Priority 4: Future Growth (continued)



## Animal Control Monthly Response Comparison

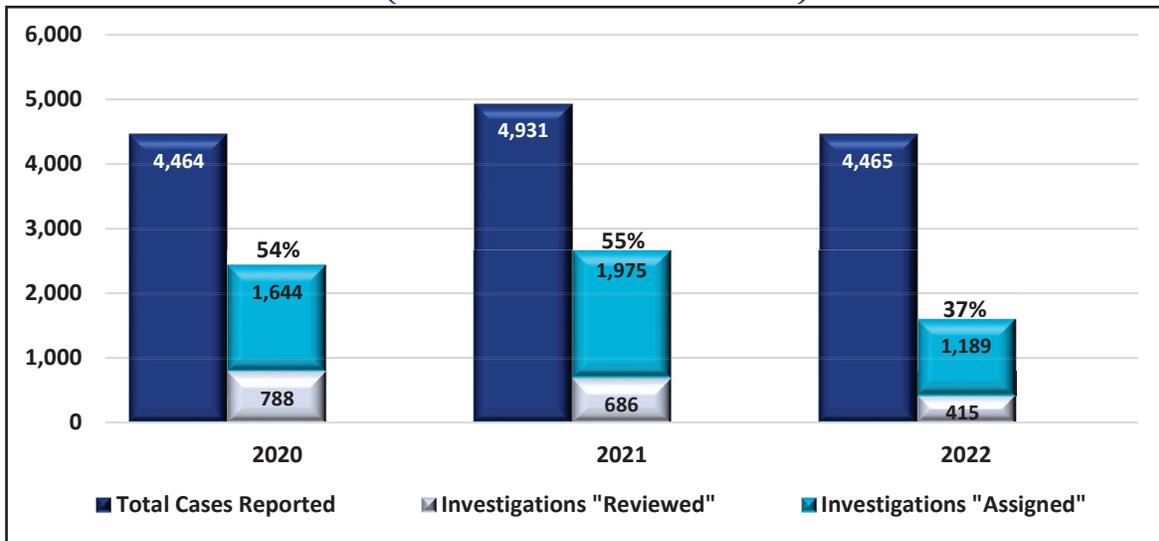


The ACU handled:

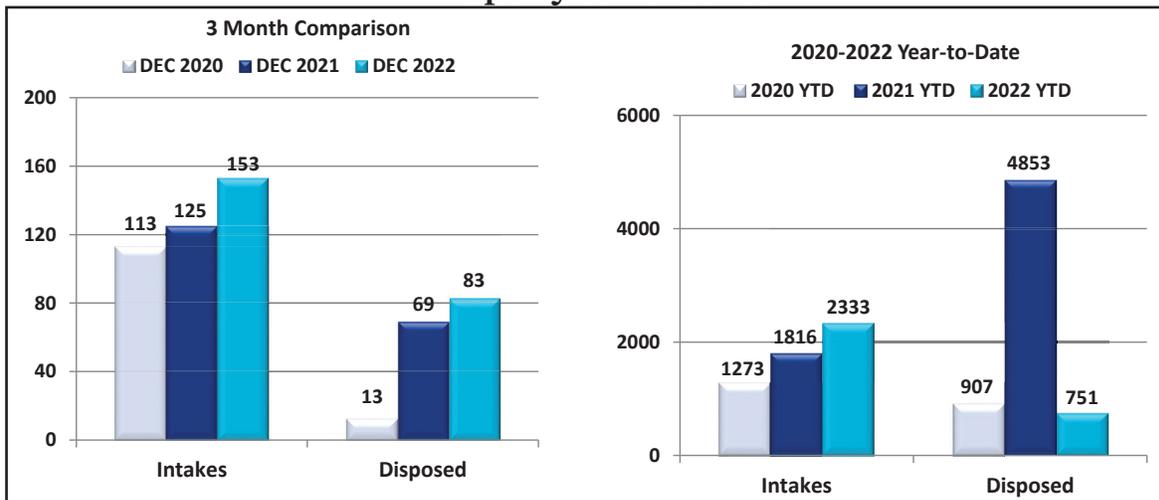
- 94 Percent of animal bites
- 74 Percent of animals at large
- 61 Percent of barking complaints

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

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



## Property & Evidence



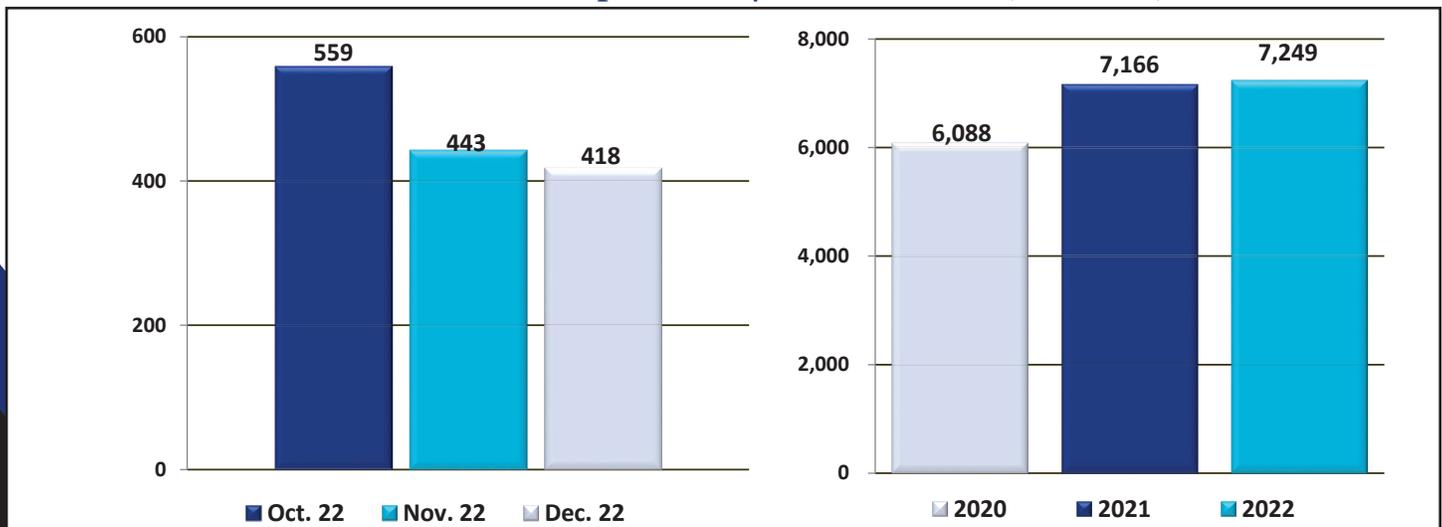
# Priority 4: Future Growth (continued)

## Records Unit

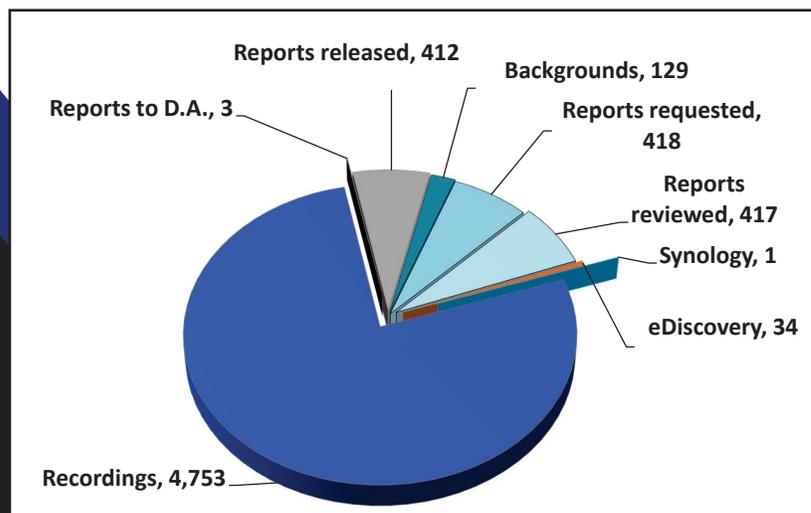
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
DEC 2022	129	418	417	34	1	4,753	3	412
DEC 2021	73	443	423	44	5	1,068	3	398
% Change 2021-2022	76.7%	-5.6%	-1.4%	-22.7%	-80.0%	345.0%	0.0%	3.5%
<b>3-YR MO. AVG.</b>	<b>103</b>	<b>502</b>	<b>505</b>	<b>60</b>	<b>4</b>	<b>713</b>	<b>6</b>	<b>480</b>

\* 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 DEC	2021 DEC	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	5	4	56.8	886	830	6.7%
CPTED (Crime Prevention)	0	1	1.3	34	22	54.5%
R-U-OK	0	1	1.0	33	17	94.1%
<b>Total Activity</b>	<b>5</b>	<b>6</b>	<b>61.3</b>	<b>986</b>	<b>903</b>	<b>9.2%</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 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	114.0	114.0	167.0	2,063.0	2,313.3	-10.8%
Victim Advocates	573	484	456.4	5,807.0	5,473.0	6.1%
VIPS-Community Safety Vol.	42.0	41.0	160.3	803.0	1,272.0	-36.9%
<b>Total</b>	<b>729.0</b>	<b>639.0</b>	<b>825.0</b>	<b>8,673.0</b>	<b>9,058.3</b>	<b>-4.3%</b>

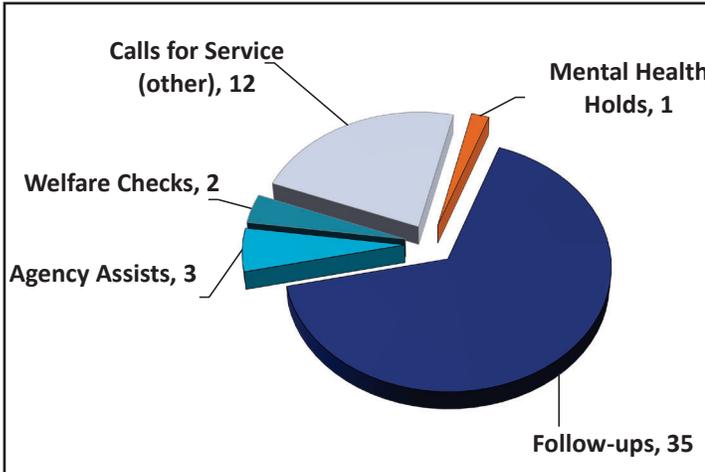
## Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
DEC 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	18,429	4,270	37,787	3,610
Number of Posts	25	13	3	17
Total Viewer Engagement	<b>34,368</b>	<b>57</b>	<b>6,482</b>	<b>3,840</b>
	Police		Town	
Total Call Outs or Incident Response	2		0	
	TOTAL			
Media Inquiries	3			

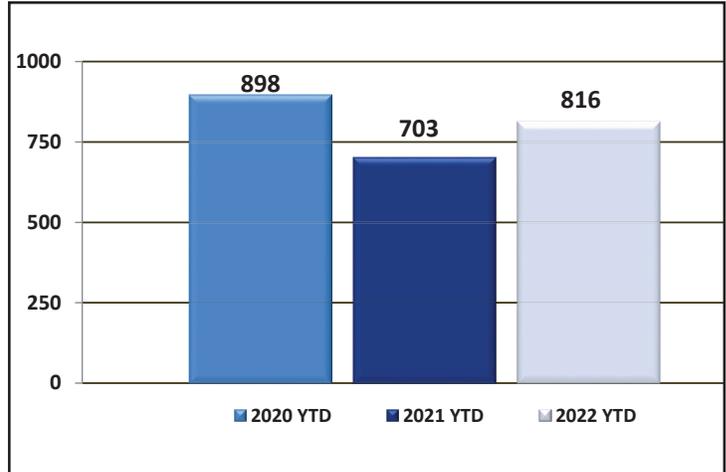
# Priority 6: Technology, Equipment & Practices

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

**December 2022 Call Types**



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



## Domestic Violence Lethality Assessment Program (LAP)

Call Type	2022 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	16	6	10.1	131	114	15%
High-risk reports	5	3	5.0	52	48	8%

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 DEC	2021 DEC	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Reports received	25	33	41	356	798	-55.4%

## 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
DEC	88	47	39	6	1	0	1
NOV	104	55	47	4	1	1	2
<b>YTD*</b>	<b>1,082</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

December 5, 2022 (11:26 am)

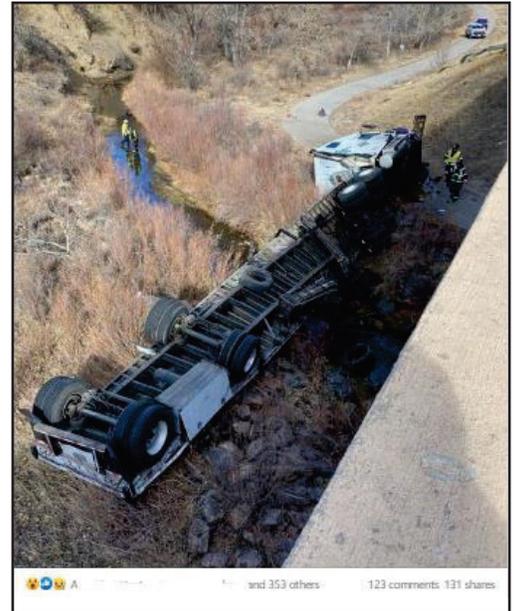
UPDATE 4:13PM - The Plum Creek trail is back open at I-25, and the barriers in the area have been removed. Thank you for keeping clear of the area while our teams were on scene.



**TRAIL CLOSURE:** Castle Rock Police Department and Castle Rock Fire And Rescue Department are assisting with a semi-truck crash that has closed the Plum Creek Trail at the I-25 overpass.

Barricades and caution tape are blocking the trail access between Santiago's and the Great Divide Brewery and Roadhouse. Please **DO NOT** go around these barriers. Avoid the area while emergency crews are on scene.

Updates will be provided on this post as they become available. We appreciate your patience while we work to get this cleared.



## K9 Unit Shogun & Maverick

### Patrol Deployments: 4

Officer Fellows and Shogun were deployed four times with three high-risk arrests and one article search. Officer Gondeck and Maverick were not deployed during the month of December.

### Narcotics Deployments: 3

Officer Gondeck and Maverick conducted one narcotics deployment assisting another agency with drugs located; Officer Fellows and Shogun deployed twice.

### Training: 60 hours

The K9 units trained a total of 30 hours each during the month.

### Arrests: 3

Officer Fellows and Shogun assisted in three arrests.



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.