



Public Safety Commission Agenda - Final

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

Thursday, March 2, 2023

3:00 PM

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

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

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

Approval of Meeting Minutes

[PS 2023-007](#) Public Safety Commission meeting minutes - February 2, 2023

Attachments: [PSC 02-02-2023 Minutes](#)

Fire Department Report

[PS 2023-008](#) CRFD January Report

Attachments: [Fire-January](#)

Police Department Report

[PS 2023-009](#) CRPD January Report

Attachments: [Police-January](#)

One-By-One Policing presentation

New Business

Old Business

Commissioner Comments and Questions

Adjourn



Town of Castle Rock

Agenda Memorandum

Agenda Date: 3/2/2023

Item #: **File #:** PS 2023-007



Public Safety Commission Meeting Minutes

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

Thursday, February 2, 2023

3:00 PM

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

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

Call to Order and Attendance

Vice-chairperson Peterson called the meeting to order at 3:00 p.m.

GUESTS -

Caryn Johnson
Fire Lt. Troy Robberson
Fire Lt. Clay Kallweit
Fire BC Jason Butts

Present 8 - Chairperson Nate Marsh, Andy Powell, Richard Morton, Clark Hammelman, Carl Smith, Steve Thayer, Vice Chair Janet Peterson, and Debra Beck

Not Present 1 - Don MacBrayne

Attendance 3 - Norris Croom, Jack Cauley, and Deborah Stanley

Approval of Meeting Minutes

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

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

Ms. Beck moved to approve the January 5, 2023 minutes. Mr. Thayer seconded the motion; the motion carried

Not Present: 1 - MacBrayne

Fire Department Report

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

Attachments: [CRFD December Report](#)

- Commission members were emailed a copy of the Fire Department's December report prior to today's meeting.
- The department was approved to add four new positions for 2023 (one Safety & Training Officer and three Firefighters). Depending on future funding, these positions may be used to staff future Station 156.
 - There were two resignations and one retirement in January.

- The staff member who retired had been with our department for over 29 years and will be greatly missed.
- Three recruits will start West Metro's Fire Academy in early February. Three additional members have been hired and will start a lateral academy towards the end of February. The one remaining position will be filled later in the year.
 - The department added four positions in 2022 and will ask for four more in 2024.
 - The department interviewed candidates today for the Fire Marshal position. 26 applications were received.
 - Candidates will interview with Chief Croom tomorrow, February 3.
 - The 4th of July fireworks that were rescheduled for February have been cancelled. An After Action Review of the New Year's Eve fireworks show identified fallout issues and wildland fire issues causing significant safety concerns.
 - This type of firework display requires a 500-foot minimum safety zone and the Town no longer has any viable locations that can accommodate a show of this size.
 - In addition, the Town does not have a location that can accommodate traffic and provide for good viewing.
 - The fireworks show for Starlighting will continue, as long as conditions allow for a safe display.
 - Continued discussion on alternate locations and displays ensued.
 - Chief Croom told commission members about the Colorado Springs Fire Department's new mentorship award.
 - This award, named the Carey Sloan award, is in recognition of Carey Sloan who passed away from ALS in 2013.
 - Carey Sloan, who was the spouse of Vice-Chairperson Peterson, was very impactful in both the Colorado Springs Fire Department and our community.
 - Questions/Comments for Chief Croom:
 - What is SimUShare that is mentioned in the monthly report? SimUShare is a software-based program that allows staff to run training simulations while at the stations. This program has allowed our dispatchers to participate in the trainings alongside crews.
 - Do you have an update on the tractor-trailer accident over Plum Creek? It was reported that the driver of the truck swerved to avoid something on the road and then lost control
 - Of the 26 applicants who applied for the Fire Marshal position, why were there only six interviewed? Did some drop out of the process? Many of the applicants were eliminated through the screening process.
 - Why did the two members resign? One member took a job with a different department and the other member made the decision to leave the fire service completely
 - Chief Croom was asked to bring the 2024 budget request for

additional staffing to Commission members before it goes to Council later this year.

Police Department Report

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

Attachments: [CRPD December Report](#)

- Commission members were emailed a copy of the Police Department's December report prior to today's meeting.
- The department is holding a promotional process this month for a Sergeant position.
 - The department is now fully staffed.
 - Four conditional offer letters have been given to officer candidates, allowing the department to be overstaffed by four.
 - The department has four candidates who will be graduating from the academy in mid-year.
- Chief Cauley spoke about the crime statistics from the monthly report.
 - Total crimes here in Castle Rock declined 39% in 2022.
 - The decline in crime is a result of staffing, innovations and our community involvement.
- Questions/Comments for Chief Cauley:
 - How is vehicle theft measured, does it include vehicles recovered but not originating, here in Castle Rock? The statistics only cover incidents originating here in Castle Rock.
 - There is a national group that has been targeting trails and fitness centers. This is not specific to our community. Unlocked cars count for 80% of these incidents.
 - Regarding the 16% decrease in traffic crashes, are crashes on I-25 counted in this statistic? No, these are under the jurisdiction of the State Patrol; however, Founders Parkway is included
 - Have there been any traffic fatalities this year? Yes.
 - Is the department planning on adding additional Flock cameras around town? Yes, the department will be adding ten cameras in the community. In addition, some of the HOAs are planning to add more cameras. The Police Department has two officers assigned in Dispatch to monitor the cameras around town.
 - Chief Cauley was asked about the Memphis TN policing incident. Castle Rock PD is well focused on its culture and has made it a vital component of the departments' philosophy.

- Regarding Chief Cauley's recent One-By-One presentation at a recent conference. Does this help with recruiting? Not normally at the conferences, but it helps through word of mouth and through publications.
- Chief Cauley was asked to give his One-By-One presentation to the Commission in the future.
- Chief Cauley was asked who receives customer service surveys? People who have had an interaction with the department.
- Does the department follow up with negative comments? It depends on the comment.

New Business

N/A

Old Business

N/A

Adjourn

Ms. Peterson made a motion to adjourn the meeting; Mr. Marsh seconded the motion. All were in favor.

The meeting adjourned at 3:48 p.m.

The next Public Safety Commission meeting is scheduled for March 2, 2023 at the Municipal Courtroom.



Town of Castle Rock

Agenda Memorandum

Agenda Date: 3/2/2023

Item #: **File #:** PS 2023-008

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

January 2023 Monthly Report

Department News: The pictures below are just one of the many motor vehicle crashes (MVC) we responded to.



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
January 2023 ...100%

Of the 56 customer survey cards we received in January, 53 had the highest overall rating of 5, and 3 had a rating of 4. Some of the comments we received read; *"The firefighters & EMTs were incredible – thankful for them. Thank you for what you do!! Only complaint we have a station right by our house w/no ambulance so response time was too long & scary. Would love to see an ambulance added to that station."* Another read: *"Great group of men. Excellent care. They even shoveled part of our walk & driveway so we didn't need to walk thru the snow."* Another read; *"Thank you for taking such great care of my baby. I was scared but you all kept us all calm & informed."*

Call Statistics:

For the month of January, we responded to 536 calls for service. Last year at this time, we responded to 594 calls. This places our year to date calls at 536, which is 58 less calls or -9.8% lower than last year. Average calls per day for the month were 17.2.

Of the 536 calls for service in January, 361 of the calls were for EMS. We had 333 patient contacts and transported 271 patients. This time last year, we had 208 transports.

Fire Calls:

During the month of January, we ran 6 fire calls compared to 6 in January 2022. We had 39 alarm calls, which is 13 less than last year.

Emergency Medical Service Calls:

For the month of January, there were 271 total patients transported. 198 patients were transported to Castle Rock Adventist, which is 73% of all patients transported. 65 patients were transported to Sky Ridge, which is 24% of all patients transported.

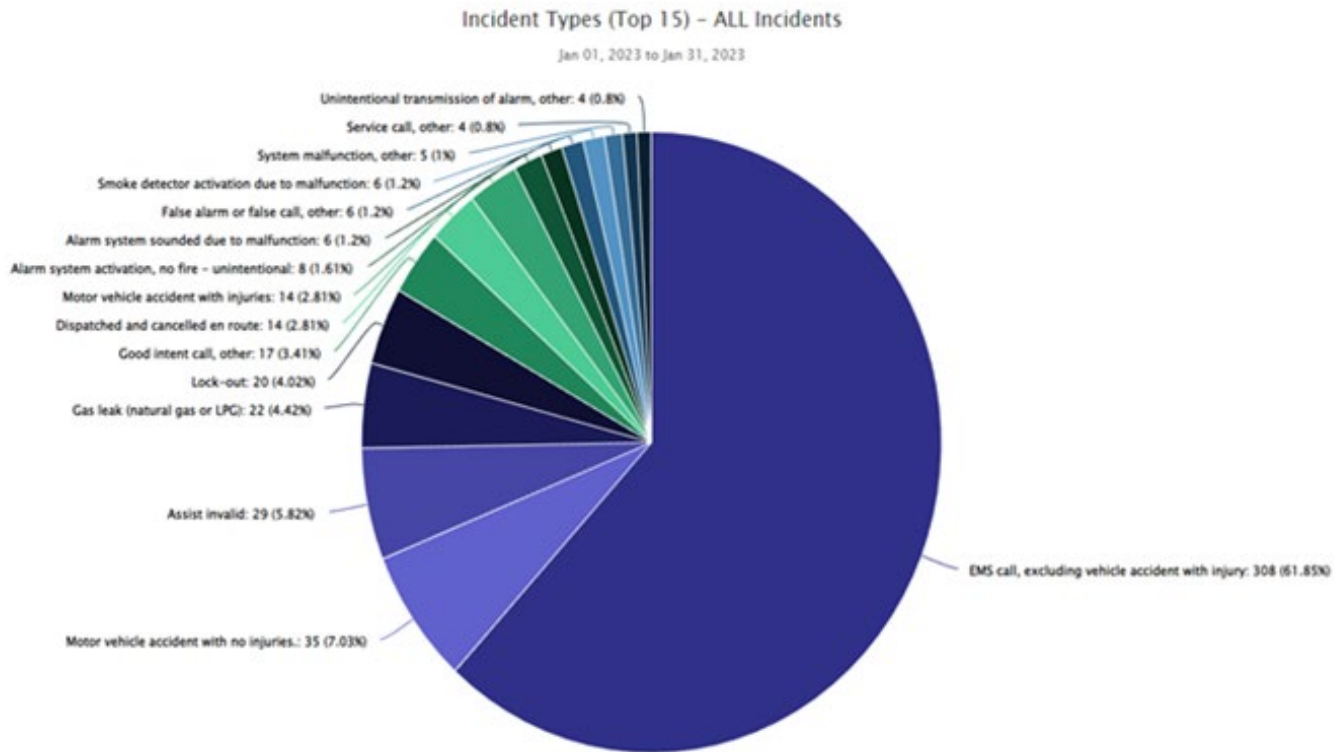
Measurable Outcomes:

CRFD Paramedic on scene of all EMS calls 100% of the time
December 2022...100% January 2023...100%

Monthly alerts called by crews and follow-up

Trauma Alerts	0	Transported to appropriate facility	N/A
Stroke Alerts	0	Transported to appropriate facility	N/A
STEMI Alerts	0	Transported to appropriate facility	N/A
Sepsis Alerts	4	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%



Significant Incidents:

- **A shift:** On January 26th, Battalion Chief 151, Quint 151, Medic 151, Engine 152, Medic 154, Engine 154, Medic 161, Division Chief 151, and Chief 151 responded to a vehicle crash on West Frontage Road. One patient extricated and transported to a local medical facility. One field pronounced on scene.
- On January 13th, Battalion Chief 151, Engine 152, Engine 153, Engine 154, Quint 155, Medic 153, and Medic 181 responded to Founders Parkway, for a motor vehicle crash with extrication. One green patient transport by Medic 181, one patient field pronounced on scene.
- On January 2nd, Battalion Chief 151, Chief 151, Engine 153, Quint 151, Medic 153, Squad 155, and Collapse 155 responded to Howe Street on a vehicle into a building. Three shores placed in the garage due to damage. All involved parties were non-injury.

Life Safety Educators:

In January, we continued to have numerous scheduled events throughout the month, contacted 112 citizens through 8 scheduled public education events, and numerous other contacts through unscheduled events at the stations. This equals 19.5 hours of public education.

A synopsis of events that occurred this month;

- We taught CPR/First Aid to 9 Castle Rock Water Department employees
- Assisted with BLS renewal for all members on shifts
- Two community members completed a CPR skills check off
- 18 car seat checks
- Station and school visits continued throughout the month
- Participated in the parade for DCHS Wish Week
- We had 25 students from Douglas County School District complete a station tour
- FLSE Sanderlin had the opportunity to attend a pipes and drums conference to increase her knowledge base
- We donated a light bulb from the star in partnership with the water department for a time capsule

Public Education Statistics:

For the month of January, we made contact with 112 citizens through 8 different events, totaling 19.5 hours of education. Of the 112 citizens we made contact with, 34 were children (18 years of age or younger) and 78 were adults.

PulsePoint Monthly Active Users (MAUs):

During December 2022 (reporting is one month in arrears), 953 users following CRFD on the PulsePoint app enabled CPR alerts and 4,306 Monthly Active Users. 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.


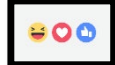


Deputy Chief Commentary:

Through the month of January, we have responded to 9.8% fewer calls for service than last year at this time.

There were several significant and serious calls we responded to this past month. We continue to ensure that our team members know that the Peer Support Team is available to them at any time.

The Peer Support Team held a departmental "Family Night." We had a financial planner, Dr. Sara Metz from Code 4 Counseling, and Captain Hood present at this event. The event was well attended.

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

CRFD Facebook November 2022	
	3,288 Followers
	2,383 Likes and Reactions
	5,205 Page Views
	2,677 Post Engagements

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 remained consistently high over this past month, and it continues to be a culmination of serious illnesses and injuries, hospital capacity, and the ancillary service centers, such as short term physical rehab centers also being at capacity.

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.

In January, members were involved in physical fitness for a total of 365.5 hours.



An educational visit with Douglas County School's Bridge Program



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

After the Board of County Commissioners New Year's Eve fireworks show, we conducted an After Action Review with the Bureau as well as staff at the Fairgrounds. We all agreed that if we had not had the amount of snow on the ground at the time of the show, we would have potentially had a significant wildland fire issue along Sellars Creek. In addition to this concern, we also discussed fallout issues outside of the safety zone and debris as a result of the shells themselves. The decision was made that we would not conduct any more shows from this location based on these factors.

With this decision, the Town no longer has any viable locations that can accommodate a fireworks show of this size. As the town has continued to grow and develop, we don't have a location that provides the necessary safety zone area that can also accommodate traffic or provide a good viewing location. Therefore, we have canceled the 4th of July show that we were trying to re-schedule, and we do not anticipate having any more 4th of July shows. We will continue to have the Starlighting show as long as conditions allow for a safe display.

With the new budget year, we were approved for four new positions. Coupled with our recent resignations and retirement, this added another three positions that need to be filled. As such, we have been able to hire three new members that will start West Metro's Fire Academy in February, and three new members that will start a lateral academy towards the end of February. This leaves one empty position that we will work on filling later in the year.

Fire Chief Commentary:

We are working to finish the town evacuation maps, they have been sent to representatives from Public Works and CRPD for an additional review. We have identified a couple of small additions, and we believe that we can adopt these in February. 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 case of a significant event requiring an evacuation of any area in town.

We celebrated FF/EMT Geoff Polidoro at his retirement event this month. After almost 30 total years with the department, we wished Geoff a fond farewell and good luck in his new adventure in Montana. He will certainly be missed! Remember, Be Like Polly!



Also this month, FF/EMT Casey Venafro received the American Legion Department of Colorado Firefighter of the Year award. Casey was nominated for this state award after receiving a similar award from the local American Legion Post. As a result of the state award, he has now been nominated for the American Legion National award. Congratulations, Casey, and good luck on your new nomination!



Life Safety Division:

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

Statistics:

Type	Number
Administration	2
Complaint	0
Construction	106
Business Insp	116
Special or Special Event	10
Other Inspections	9
Total Inspections	241

Plan reviews:

A total of 116 plan reviews (90 hours) were completed during the month of January.

Investigations/Response Assist:

Response Assist – 4 responses taking 2 hours to complete

Training:

The division as a whole entered 98.5 hours of training during the month of January.

Buzz Sutherland has completed NFA Investigation Essential class.

All members are completing Fire Plans Reviewer training.

UAV:

Total Flights – 0

Training Division:

Division Chief Oren Bersagel-Briese

Division Chief Commentary

January featured our regular opportunity to jump into some icy cold water and practice the skills associated with rescuing a person or animal that would fall through the ice. We'd like to thank ENG Todd Lewis, FF Ryan Hanley, FF Cliff Fitch, and FF Steve Hoekstra for leading this year's training. As we move to every-other-year trainings for this topic, we do have access to the Plum Creek Golf Course pond for crew training if desired. This month also is the host for our annual CPR training, and we'd like to thank each of the shift's CPR instructors for training the crews.

We are continuing to work a lot with our Special Operations leads to plan in-house credentials, task books, classes, and the 11-day. Elements of this will likely be rolled out over the course of this year, and we are hopeful that it will support the needs of the program while working within the needs of the affected crews. Members of the TRT also did a bit of training with the cutting torch by helping us remove some of the closures on the Conex at the FTC.

STO Program: Lt. Adam Gallegos has been working on the design of the STO position and had several meetings and rides with other agencies to understand how they might use that position. We also met with the BCs to develop some high-level operational expectations while also talking through the position's ability to support shift-level training/certification needs. We look forward to sharing more about the program as details become more finalized. Adam also attended the Fire Department Safety Officer's Association conference and gained some valuable perspectives, knowledge, and networking. Lastly, we'd like to congratulate Lt. Peery on earning the CMCB Incident Safety Officer certification!

2023: We have a lot coming up this year including delivering more Plan-A videos, supporting EMS and Special Operations training, the acting-lieutenant process and class, the lieutenant assessment center, the STO assessment center, CMCB practical testing for our last acting-engineer class, and the recruit and lateral academies. We are also tracking a few other unique training opportunities including active threat training and a potential acquired structure.

At the beginning of January, we were able to deliver three forcible entry door props to Stations 152, 153, and 154. The door for Station 151 is on order and we'll get that in place as soon as it comes in. Hopefully, those have been beneficial. Please let Adam know if you need anything with those props.

Academies: We were able to successfully hire six new members, three of whom will go through the WMFR academy and three of whom will go through the lateral academy. On the last day of the month, our three members going through the WMFR academy started with us for their orientation day. We'd like to welcome Owen Pepper, Gunner Tafoya, and Christopher Thompson; and we wish them well in their academy journey. Also, FF Jake Malone has volunteered to come off-line for a



temporary academy assignment, and we are extremely thankful for his willingness to help out the department in this way.

In January, crews trained for more than 1,789 hours on a wide range of topics to stay operationally prepared including safety, ice rescue, extrication, airway skills, driver/operator, engine and truck company operations, forcible entry, incident command, ground ladders, professional development, physical fitness, CPR, search and rescue, and much more.

We are currently working on the following projects:

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



Ice rescue training at Plum Creek Golf Course Pond



Ice rescue training



Ice rescue training



Band members at the Winter Storm Pipe & Drum Conf.

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:

January brings a new year, new budget and new projects. Some of these are things that have been previously identified, others are new with the new year.

In January, we ordered the Thermal Imager Cameras (TIC) made possible by the General Long Term Planning budget that was set up a few years ago for this specific purchase. Within budget, we will now be able to add a TIC to every unit, eliminating the need for the TIC to be a changeover item. At this time, we do not have a specific lead time from the vendor for their arrival. As you are also aware, work continues on the door raise project at Stations 154 and 155. There have been some delays due to the weather, but steady progress is being made. In addition, town facilities personnel will be out to the stations installing energy efficient LED lights in the living quarters areas. This will be a project they will complete as time allows.

I was able to attend the annual FDSOA apparatus symposium in Gilbert, Arizona. As part of the conference, there were multiple classes on electric and hybrid apparatus. There were many departments in attendance who have already ordered these apparatus. At this time, there are three manufacturers in the electric game; Pierce (Volterra), REV Group (Vector), and Rosenbauer (RTX). Very interesting classes and discussions were had. Whether we like it or not, electric apparatus are coming! Additionally, Lieutenant Richardson and I traveled to South Dakota on an exploratory trip to view a brush truck manufacturer. We had a very productive couple of days. We had the opportunity to tour the factory, see their poly tank and accessories manufacturing and discuss our brush specs at length. Before making any decisions we set out some requirements that we would like to see fulfilled. This exploration comes about due to the challenges we have had with our current brush truck manufacturer, including delays and price increases.

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 and the medical oxygen. In January, LEST Keegan managed the first time through the annual SCBA flow testing with our MSA air packs. This was a new process for us which had some unknowns. A big thanks to all three shifts for their assistance in rotating the crews through for testing. Now that we have been through it once, we will look at the process to see if there are any ways to make it more efficient. In addition, Tad worked to outfit the new recruits with all the necessary PPE and uniforms for them to begin their academy, as well as with the folks identified for the lateral academy.

Sr. EVT Ben Jennings continues to handle the repair and maintenance needs of the department fleet. He continues to handle all repairs and maintenance on the heavy fleet and as needed on the light



fleet. Units that Ben has had through the shop in January include, Unit 155, Unit 110, Unit 101, Unit 108, Unit 107, Unit 141 and Unit 223. During January, Ben had a total of 105.21 hours billed to work orders. While performing preventative service and inspections on Unit 155, it was identified that the rear suspension springs were cracked; this in turn caused us to send the truck up to Diversified to have the springs replaced.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for January are 8,074. Year to date is 8,074, and the total since we began the program is 201,152. 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

CPSE Peer Team Assignment

MDC GPS issues

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

Much of January was dedicated to getting up to speed on ImageTrend's Report Writer and Continuum modules. These two modules will be the foundation of our data analysis and data-informed continuous improvement efforts going forward. We still import data into the StatsFD application, and will continue to do so in order to maintain a continuous database. As we close-out data from 2022 across two records management systems, we also must verify data queries and formats are consistent across all systems to ensure reliable analysis.

One of the items holding the release of Continuum to all personnel is the transition of its EMS reporting structure from NEMSIS 3.4 to NEMSIS 3.5. Currently, Colorado requires NEMSIS 3.5 reporting but most other states and clients are still required to report based on NEMSIS 3.4, so many of the data fields we report are not yet populated in the Continuum EMS module. Potential transition dates are within February, pending data mapping and testing. Once Continuum goes live, much of our monthly, quarterly, and annual data report can be automated. We may also explore the ability to launch an internal website that is refreshed daily, or more frequently depending on system requirements. A feature new to CRFD is the ability to develop "Monitors" that can send emails when a rule is met. We have the ability to develop these monitors based on almost any data field we collect (i.e. turnout time, incident type, patient care details, etc.). Please contact me if there are any monitors you believe would be beneficial.

Paramedic Spronk sent the December data summary on 1/23/2023. The complete 2022 data summary is forthcoming, along with updates to the 2020 – 2024 Strategic Plan, Master Plan, and Standards of Cover.

December 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	687		1450		484		1097	
Urban	488	71%	964	66%	339	70%	722	66%
Rural	157	23%	347	24%	111	23%	260	24%
Interstate	20	3%	86	6%	18	4%	74	7%
Blank	22	3%	53	4%	16	3%	41	4%
Mutual Aid Calls	47	7%	160	11%	39	8%	126	11%
Aid Received	28	4%	112	8%	24	5%	87	8%
Aid Given	19	3%	48	3%	15	3%	39	4%



Town of Castle Rock

Agenda Memorandum

Agenda Date: 3/2/2023

Item #: **File #:** PS 2023-009



Photo Credit: Officer B. Burch



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.

Sergeant Carney received a voicemail regarding a visit from two **Officers [M. Lance & J. Lane]**. Her comments were how "wonderful the officers were," that "they were amazing," and she expressed how impressed she was with their calm and professional demeanor while at her home.

Anonymous (1/7/23)

"A community member reached out to me to pass along a compliment to both of you **[Officers C. Stoneking & J. Lane]** regarding how well you treated the driver of the vehicle involved in a fatality crash...The driver of the vehicle felt both of you provided her comfort and demonstrated empathy and compassion. The crash was obviously a very traumatic event. The driver appreciated the fact you understood what [they were] experiencing and because of your actions, [they were] better able to work through the trauma...I personally want to thank both of you for handling a difficult and tragic situation in such a professional and compassionate manner. This is truly a great example of One-By-One policing!"

Chief Jack Cauley (1/27/23)

Please thank the officers **[Officer N. Ellis]** who helped my neighbors yesterday morning. I didn't know what was going on, but I saw the officer take [them] to his car. It was clear by the body language that this officer had compassion and took care to make [them] comfortable. Thank you!

Christine (1/25/23)

"Dear Sgt. Speaect, I write to commend the outstanding performance of **[Officer M. Milord]** in her duties associated with an ongoing domestic spanning the last several months...I am well aware of the danger to officers responding to these incidents... Officer Milord was an invaluable help in gaining trust [and assisted the victim with] crisis counselors, responded to concerns, and ultimately [provided safe transportation following a barricade situation with a firearm]. Officer Milord made the time during this stressful period to give me updates. She likely forestalled a terrible outcome for all of them. I am incredibly grateful for her competence, professionalism, courtesy and compassion. I have worked with hundreds of police officers, and Officer Milord stands out as an exceptional example of the credo 'To Serve and Protect.' You are lucky to have her in the Department."

Kind Regards, G.W. (1/9/23)

Officer Morrissey relayed a story told to him by a father who wished to thank **[Officer M. Fuino]** who saved his son's life after he had stopped breathing. Officer Fuino was first on scene and performed CPR. The father wrote, "You never realize how terrifyingly fragile your world is until something like this happens..."

Due to the heroic efforts [of all involved], he is miraculously in perfect condition...We are so blessed to live in a community where first responders arrive within three minutes of the 911 call. I cannot express how deeply we appreciated Officer Fuino, [CRPD and CRFD]. Officer Fuino was compassionate...and I'm so proud of him and our local PD."

Joshua R. (1/10/23)

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

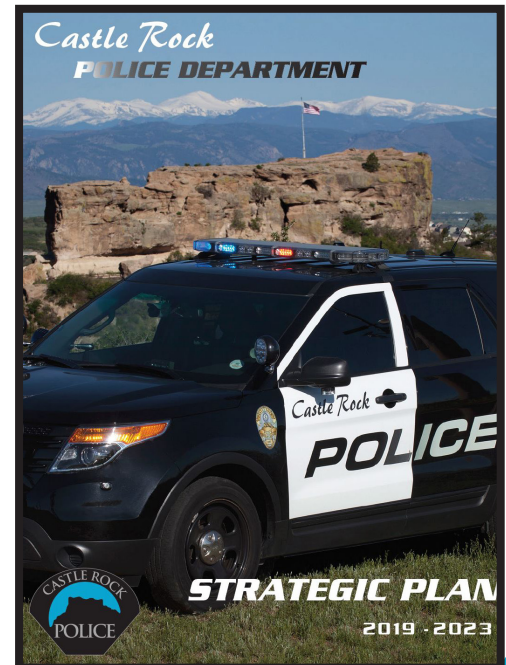
Priority 2: Traffic Safety

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://www.cr.gov/PDplan)

Leading with Success Castle Rock Police Promotional Ceremony

The Castle Rock Police Department celebrated seven sworn and two professional staff members who were promoted in 2022. During the afternoon of January 4, a formal ceremony was held to honor this group. Their new positions include Commander, Sergeant, Corporal, Crime Analyst and Senior Office Assistant.

Additionally, the four new officers who were sworn in last fall were recognized in front of family and friends.

"When I look at this group, I can see the future of our department is incredibly bright," Chief Jack Cauley said. "All of the individuals we honored exemplify our One-By-One Policing philosophy. I can't wait to see what this next year brings for our department."



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 DEC Crime	2021 DEC Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Homicide	1	0	0.0	3	0	300%	3 (100%)
Sex Offenses - Forcible	0	2	2.8	15	37	-59%	1 (7%)
Domestic Violence	21	12	16.1	186	172	8%	168 (90%)
Aggravated Assault	2	0	1.5	14	17	-18%	9 (64%)
Total Persons Crimes	24	14	20.4	218	226	-4%	181 (83%)

Property Crime Offense	2022 DEC Crime	2021 DEC Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Burglary	5	8	7.6	58	100	-42%	9 (16%)
Fraud/Forgery	11	20	40.9	183	675	-73%	25 (14%)
Motor Vehicle Theft	2	10	7.0	57	79	-28%	3 (5%)
Robbery	1	0	0.4	2	9	-78%	1 (50%)
Theft from Motor Vehicle	6	21	18.5	123	236	-48%	0 (0%)
Theft	43	67	61.6	621	795	-22%	129 (21%)
Vandalism	21	26	32.0	293	424	-31%	60 (20%)
Total Property Crimes	89	152	168.0	1,337	2,318	-42%	227 (17%)

Total Crime Offense	2022 DEC Crime	2021 DEC Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Total Persons Crimes	24	14	20.4	218	226	-4%	181 (83%)
Total Property Crimes	89	152	168.0	1,337	2,318	-42%	227 (17%)
Total Crimes	113	166	188.4	1,555	2,544	-39%	408 (26%)

Notes:

1. Persons and Property crimes are reported for the [previous](#) month due to the transition to NIBRS reporting.
2. Clearance 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
JAN	87	1.61	0.33	6.46	68.23
2023 YTD	87	1.61	0.33	6.46	68.23
2022 MON. AVG	80.7	1.50	0.31	5.72	65.71

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Cases assigned - Staff Advocates	35	13	22.6	35	13	169%
Cases assigned - Volunteer Advocates	9	12	11.9	9	12	-25%
Total cases assigned	44	25	34.5	44	25	76%
Total victims served	80	51	62.5	80	51	57%
Volunteer office hours	0	0	2.4	0	0	N/A
Call out hours (incl. on-scene, phone)	44	39	30.9	44	39	13%

Victims Assistance Unit Spotlight

Ina moved to Colorado nine years ago to slow the demands of the high-tech world. She recently moved to Castle Rock to be with her other half and immediately started looking for ways to connect with the community. With an existing background in public safety and completing a degree to practice psychotherapy, working with the Victims Assistance Unit seemed like a natural fit. Ina enjoys hiking the area with their dog and experimenting with old recipes to give them a new twist.



Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Fatality	2	0	0.0	2	0	0.0%
Injury	5	2	3.0	5	2	150.0%
Non-Injury	65	81	59.5	65	81	-19.8%
Traffic Crash Total	72	83	62.6	72	83	-13.3%
Note: As of December 2022, traffic crash statistics are reported through CARFAX.						
Traffic Enforcement						
Traffic Type	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Driving Under the Influence (DUI)	4	7	8.4	4	7	-42.9%
Traffic Citations (Municipal and State)						
Call Type	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Traffic Tickets Issued	80	79	118.5	80	79	1.3%
Written Warnings	56	77	140.6	56	77	-27.3%



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
2023	0	90	0.0%	-100.0%
2022	8	87	9.2%	84.0%
2021	4	80	5.0%	-50.0%
2020	8	80	10.0%	-12.3%
2019	9	79	11.4%	115.1%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
JAN	86	4	32	122	23	11	156
Authorized FTE positions	90		34.5	124.5			

Training Hours						
Total Hours	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	930.0	834.8	726.4	930.0	834.8	11.4%
Types of Trainings						Hours per Type
Internal/In-service (less lethal weapons' recertifications/scenarios, Taser recertification/scenarios, de-escalation)						680
External Training (single officer response to an active killer, SWAT training, lead investigator of an officer involved shooting, digital currency, search warrants, fundamentals of gangs, at-scene collision investigations, Spanish for law enforcement, Fentanyl safety and awareness)						250

Accomplishments / Recognition						
Type	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	5	4	11.5	5	4	25%
Recognition / Awards	0	1	5.9	0	1	-100%

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	2023 JAN <small>87 OFC /58</small>	2022 JAN <small>80 OFC /55</small>	3-YR MO. AVG	2023 YTD <small>87 OFC /58</small>	2022 YTD <small>80 OFC / 55</small>	% Change 2022-2023
CFS TOTAL, includes self-initiated (SI)	4,062	4,269	4,872.2	4,062	4,269	-4.8%
CFS, excludes self-initiated (SI)	1,989	1,952	2148.1	1,989	1,952	1.9%
Year-to-Date (Per 1,000 citizens)	50.0	52.5		50.0	52.5	-4.8%
CFS per Officer, excludes self-initiated	22.1	22.4		22.1	22.4	-1.3%
CFS per 1st Responder, excl. self-initiated	32.6	33.7		32.6	33.7	-3.3%

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)
JAN	482	16	3.64	98.8%	99.8%	198.7
2023 YTD	482	16	3.64	98.8%	99.8%	198.7
2022 Monthly AVG	520.5	16.3	3.36	97.8%	99.7%	185.35
APCO and NENA Standard: *				90.0%	95.0%	N/A

Mon. Administration Calls	3,868	125
Mon. Outbound Calls	966	31
YTD-Administration Calls	3,868	125
YTD-Outbound Calls	966	31

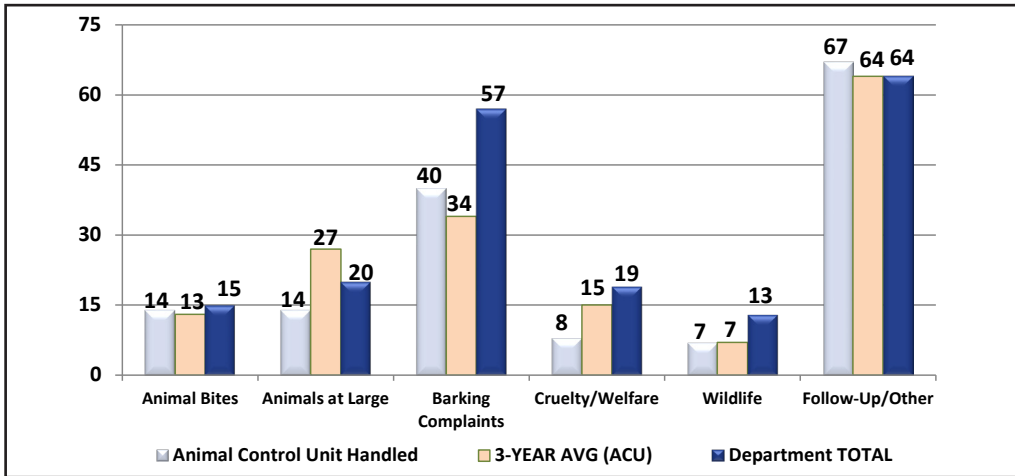
*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Downtown Liaison Officer (DLO)						
Type	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Parking Enforcement/CFS	102	46	151.8	102	46	121.7%
Parking Warnings	6	9	47.9	6	9	-33.3%
Parking Tickets	57	11	40.7	57	11	418.2%

Priority 4: Future Growth (continued)



Animal Control Unit (ACU) Call Type Responses

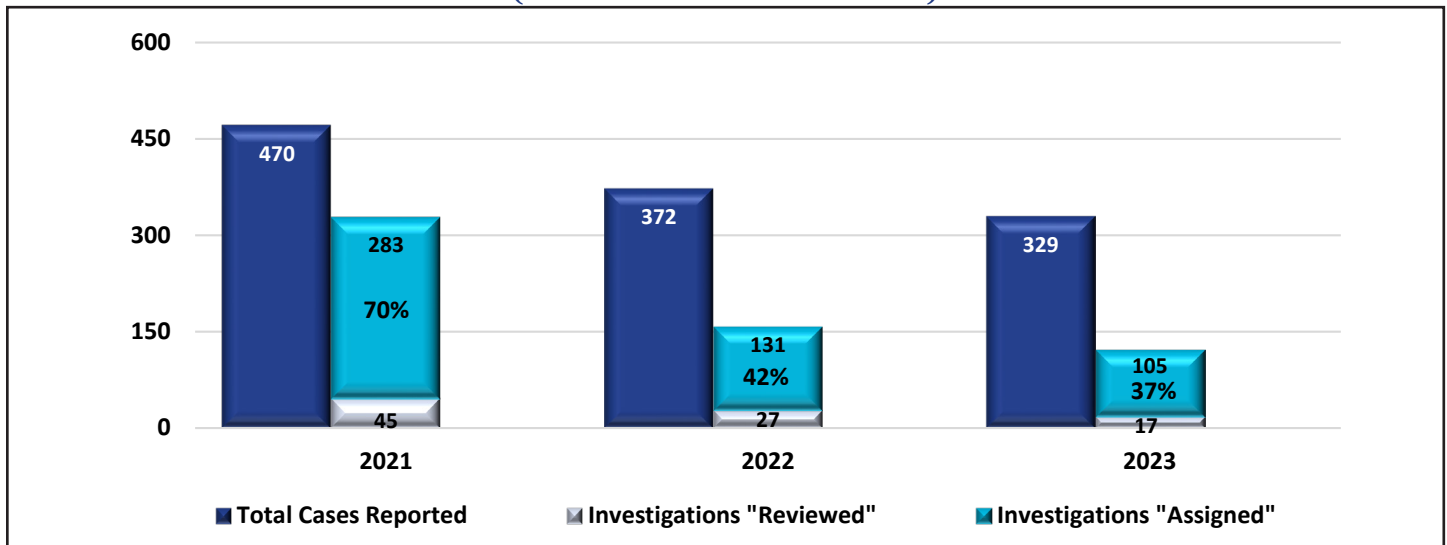


Call Types (%) handled by ACU:

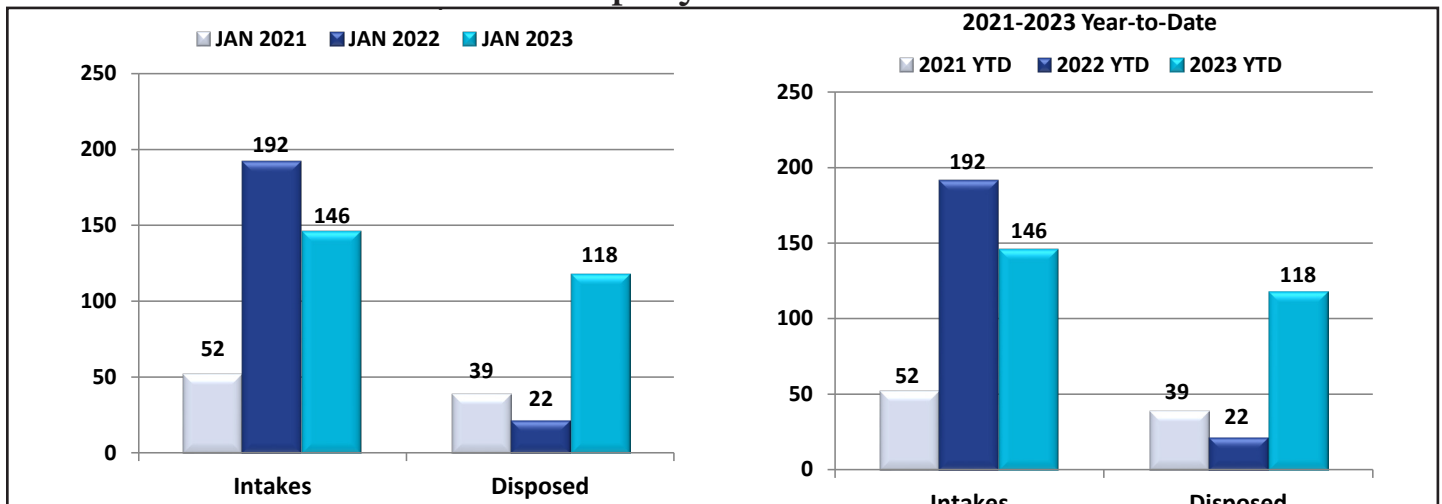
- 93 Percent of animal bites
- 70 Percent of animals at large
- 70 Percent of barking calls
- 42 Percent of cruelty/welfare
- 54 Percent of wildlife
- 105 Percent of follow-up/other*

*Note: ACU responds/assists on other departmental-call types. The Unit handled 100% of ACU calls plus additional patrol-related calls.

Investigations Case Reports (2020-2023 Year-to-Date)



Property & Evidence



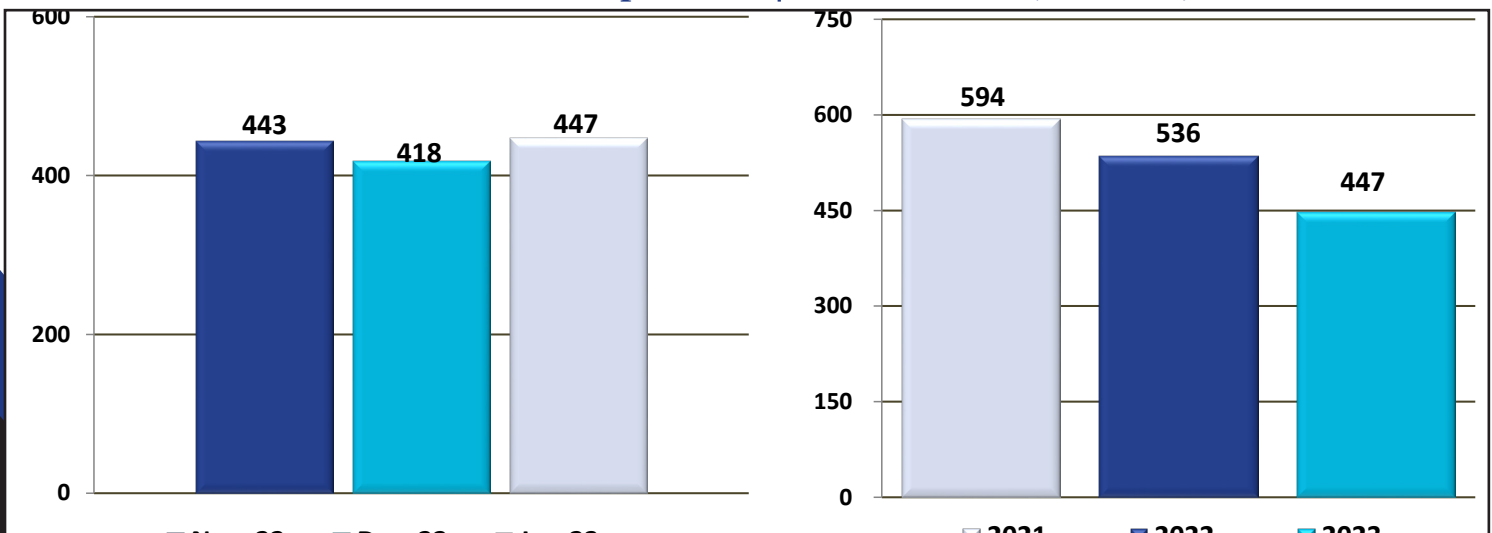
Priority 4: Future Growth (continued)

Records Unit

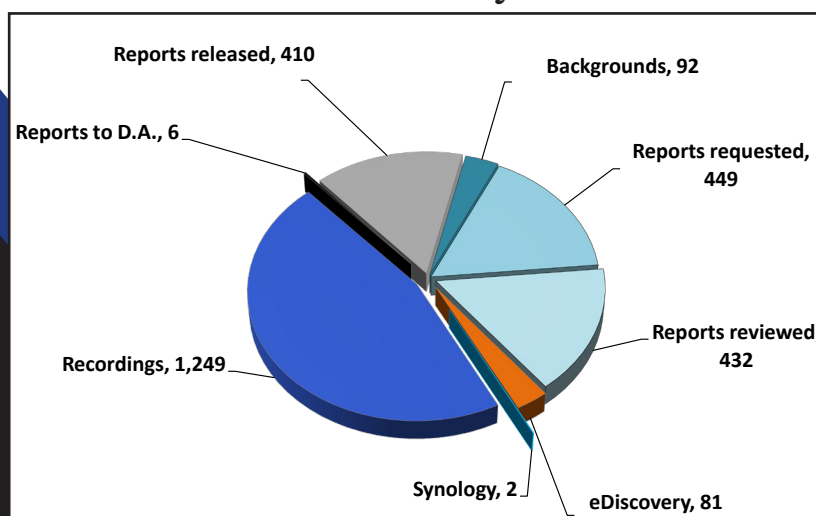
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
JAN 2023	92	449	432	81	2	1,249	6	410
JAN 2022	75	569	558	52	5	1,084	7	535
% Change 2022-2023	22.7%	-21.1%	-22.6%	55.8%	-60.0%	15.2%	-14.3%	-23.4%
3-YR MO. AVG.	107	575	569	58	2	1,141	4	549

* Felony drug cases

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



Records Unit Monthly Workload



Priority 5: Community Policing & Partnerships



Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 Year-End	% Change 2022-2023
Crime Free Multi-Housing	0	0	2.0	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	8	0.0%
Rock Watch	9	0	69.1	895	886	1.0%
CPTED (Crime Prevention)	0	1	1.9	34	34	0.0%
R-U-OK	0	0	1.6	33	33	0.0%
Total Activity	9	1	75.3	995	986	0.9%

Notes: Rock Watch 2022-2023 YTD statistics were revised for accuracy. R-U-OK totals periodically fluctuate as members enter or leave the program.

Volunteer Hours						
Unit Hours	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	99.0	329.8	150.7	99.0	329.8	-70.0%
Victim Advocates	401	464	463.2	401.0	464.0	-13.6%
Volunteers in Policing (CSVs, Admin)	29.5	89.8	104.7	29.5	89.8	-67.1%
Total	529.5	883.6	718.6	529.5	883.6	-40.1%

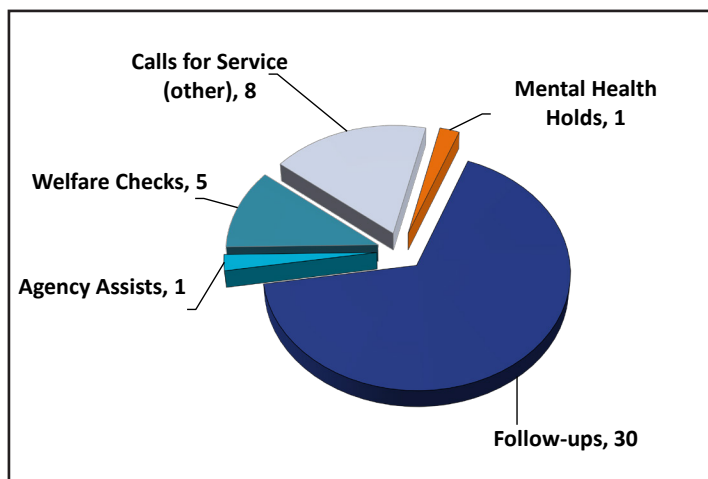
Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
JAN 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	18,628	4,342	38,149	3,632
Number of Posts	23	24	4	10
Total Viewer Engagement	27,221	134	11,521	1,584
	Police		Town	
Total Call Outs or Incident Response	11		0	
	TOTAL			
Media Inquiries	5			

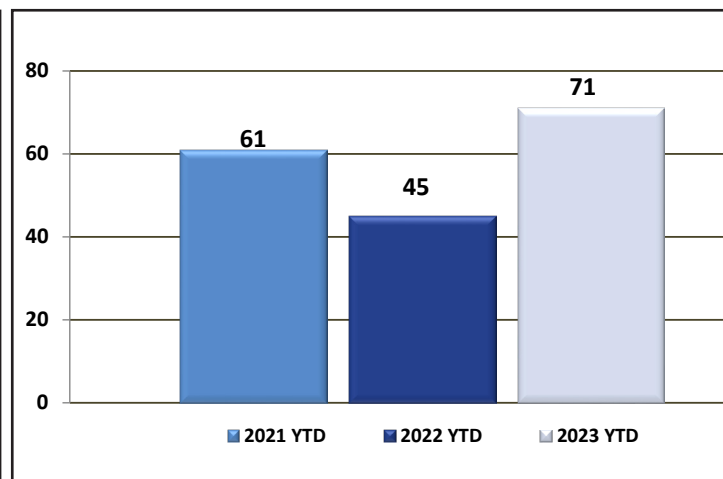
Priority 6: Technology, Equipment & Practices

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

Monthly 2023 Call Types



CRT Total Calls for Service (YTD)



Domestic Violence Lethality Assessment Program (LAP)

Call Type	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Total LAP reports completed	11	8	9.9	11	8	38%
High-risk reports	4	4	4.5	4	4	0%

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.castlerockpolice.org/LethalityAssessmentProgram.org)

ePoliceReporting

Online Crime Report	2023 JAN	2022 JAN	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	30	32	44.1	30	32	-6.3%

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
JAN	97	50	41	5	0	2	2
YTD*	97	50	41	5	0	2	2

Department Highlights



PIO Temby's Corner Top Social Media Post

January 13 at 10:22 PM

UPDATE 2:15AM - Founders Parkway has reopened in both directions in this area. Thank you.

ROAD CLOSURE: The Castle Rock Police Department is at the scene of a crash at Founders Parkway and Crimson Sky Drive. Northbound Founders Parkway is currently closed from Rising Sun Drive to Crimson Sky Drive. This is expected to be a lengthy closure with no current estimated time of reopening. Please be mindful of the first responders in the area. We appreciate your patience.



K9 Unit Shogun & Maverick

Patrol Deployments: 6

Officer Fellows and Shogun were deployed five times on K9 protections, building searches and tracking. Officer Gondeck and Maverick were deployed once for a building search.

Narcotics Deployments: 3

Officer Gondeck and Maverick conducted one narcotics deployment, which resulted in the location of Cocaine, paraphernalia, and a firearm. Officer Fellows and Shogun conducted two narcotics' deployments.

Training: 50 hours

The K9 units trained a total of 50 hours during the month.



***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.