



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

Thursday, May 4, 2023

3:00 PM

Castle Rock Fire Station 151
300 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

1. [PS 2023-013](#) Public Safety Commission meeting minutes - April 6, 2023

Attachments: [PSC 04-06-2023 Minutes](#)

Fire Department Report

2. [PS 2023-014](#) CRFD March Report

Attachments: [CRFD March Report](#)

Police Department Report

3. [PS 2023-015](#) CRPD March Report

Attachments: [CRPD March Report](#)

New Business

Old Business

Commissioner Comments and Questions

Adjourn



Town of Castle Rock

Agenda Memorandum

Agenda Date: 5/4/2023

Item #: 1. **File #:** PS 2023-013



Public Safety Commission Meeting Minutes-Draft

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

Call to Order and Attendance

Chairperson Marsh called the meeting to order at 3:00 p.m.

GUESTS - Deputy Chief/Fire Marshal Bart Chambers

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

Not Present 1 - Richard Morton

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

Approval of Meeting Minutes

[PS 2023-010](#) Public Safety Commission meeting minutes - Mar. 2, 2023

Attachments: [PSC Mar. 2, 2023 minutes](#)

Mr. Hammelman moved to approve the March 2, 2023 minutes. Mr. Thayer seconded the motion; the motion carried.

Yes: 8 - Chairperson Marsh, Powell, MacBrayne, Hammelman, Smith, Thayer, Vice Chair Peterson, and Beck

Not Present: 1 - Morton

Fire Department Report

[PS 2023-011](#) CRFD February Report

Attachments: [CRFD February Report](#)

- Commission members were emailed a copy of the Fire Department's February report prior to today's meeting.
 - Chief Croom was asked what defines "good intent calls". Good intent calls are lift assist, CO alarm, and non-emergent lock-outs.
- Chief Croom introduced the new Deputy Chief/Fire Marshal, Bart Chambers. DC Chambers then gave commission members a brief

overview of his background and experience.

- This past Tuesday, the department submitted its 2024 budget requests to Finance for review. The department will meet with the Town's Financial Analyst in April and May to review the requests.
 - What is the budget process? Our budget is based on the previous year's budget. Finance will not be increasing any budget amounts automatically. Justifications will need to be submitted for any increases requested - Chief Croom.
 - Chief Croom explained general long-term planning (GLTP), impact fees and funding from the Fire District.
 - Chief Croom was asked if there was any help needed from the Public Safety Commission on the re-negotiation of the Fire District agreement. No, not at this point. Once it has been reviewed by the Town Manager, it will be presented to the Public Safety Commission.
- The department applied for a wildfire mitigation grant through Incentives for Local Governments (ILG). \$250,000 was requested in grant funds which would be added to our existing mitigation budget. If awarded, these funds could be used to augment local HOAs with their mitigation efforts. The application period has ended and we hope to be notified of an award in May.
- One of the three recruits who went to West Metro's Fire Academy in early February has quit. This leaves us with two vacant positions.
 - The three lateral candidates will finish their academy next week and will be recognized at next Thursday's badge ceremony. Commission members should have received an invitation.
 - The existing hiring pool has been depleted and the department will be starting another hiring pool process soon. We may have a member retiring later this year. With this in mind, we may ask to over hire by two.
 - Does the department hire already trained candidates? Yes, that is what our lateral candidates are - Chief Croom.
 - Do you see repeat applicants? Yes, we have - Chief Croom.
 - Do you ever encourage potential candidates to apply? - Yes, we have had our members reach out to friends and family. Our salary ranges are in the top for the metro area - Chief Croom.
 - Chief Croom was asked if the department is seeing a decline in the number of applicants applying for positions. Yes, there have been less than there were prior to the pandemic, but it tends to be cyclical.
- Chief Croom was asked if the evacuation maps would be available to the public. The evacuation maps will not be available to the public, and are for internal use only. An evacuation route is based on current situations and conditions. We do not want citizens to base their evacuation on preset routes - Chief Croom.
 - Citizens will receive evacuation instructions through Code Red, social media and news outlets.

- In addition, we would use IPAWS, a national system for local alerting, much like the Amber Alerts. Citizens within the geographical area of the threat would receive instructions on what to do and where to go.
- Chief Croom was asked if the department was still experiencing supply chain issues. We are still seeing delays and cost increases in everything from vehicle chassis to medical supplies such as saline and Narcan.
- Has there been any discussion on the potential dangers of a train derailment here in Town? Councilman Dietz had requested information on this same issue. We are aware of what is going through Town on the rail lines. The chemicals found in Ohio have not been passing through Castle Rock based on our last review and assessment.
 - We are working with the County to be prepared. We have trained HazMat techs in the department. If it was a large incident, we would have assistance from multiple neighboring agencies.
 - Are there any long-range plans to move the railroad tracks? There was some discussion in the past, but nothing has moved forward. It would be very costly to move the tracks.

Police Department Report

[PS 2023-012](#) CRPD February Report

Attachments: [CRPD February Report](#)

- Commission members were emailed a copy of the Police Department's February report prior to today's meeting.
- The department has a couple of finalists for the Dispatch vacancies.
- The department is hosting a Prescription Drug Take Back event on April 22 at Police Headquarters from 10 am - 2 pm.
 - The department has a year-round drop off box in the lobby. King Soopers at Promenade, also has a drop box.
 - Do you partner with the Water Department for these events? No, but they help by promoting the event in the water bills - Chief Cauley.
 - Chief Cauley reported on the recent successes with the license plate readers used here in Town.
 - Are drugs coming through our community or are they in our community? They are coming through the community - Chief Cauley.
 - Chief Cauley spoke about technology use and how it was used recently to determine whether there was a possible robbery at Ross.
 - Chief Cauley has given several interviews recently on crime reduction efforts here in Town. The first has aired on Fox News.

- What is the status on electric cars for the department? The Police Department is still in the testing phase and has two electric cars it is using for administrative business - Chief Cauley.
- Is there an update on the station construction? The contractors are making progress and it looks like the project will be completed in August - Chief Cauley.
- What kind of training does a school resource officer receive? A school resource officer has the standard law enforcement training and then receives school specific training - Chief Cauley.
 - Do they rotate out of the schools? It depends on the officer. It takes a special person with special training to do this job - Chief Cauley.
 - Brief discussion on the direction Denver Schools took with their SRO program.
 - Chief Cauley was asked if Buttercup, the SRO therapy dog, lives with Officer Gillespie? Yes, she does. The SRO program will be getting another therapy dog in the next month or two.
 - Who pays for the SRO program? The cost is split between the school district and the Police Department - Chief Cauley.
- Brief discussion on human trafficking.
- Any status on the parking study? It is still being worked on. PD will keep doing what they do now unless it becomes an issue - Chief Cauley.

New Business

- n/a

Old Business

- n/a

Commissioner Comments and Questions

- Mr. Smith complimented the Fire Department on a recent incident he witnessed at the 24-Hour Fitness facility. The crew was very professional and it was a positive experience. Mr. Smith also commented on a recent incident involving his friend who had fallen. The crew transported him to his preferred hospital. Chief Croom then spoke about protocols. The department tries to accommodate patient requested destinations.

Adjourn

Mr. Thayer made a motion to adjourn the meeting, Ms. Beck seconded the motion; all were in favor.

The meeting adjourned at 3:59 p.m.

The next Public Safety Commission meeting is scheduled for May 4 at 3:00 p.m. at the Fire Headquarters.



Town of Castle Rock

Agenda Memorandum

Agenda Date: 5/4/2023

Item #: 2. **File #:** PS 2023-014

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

March 2023 Monthly Report

Department News: CRFD Pipes and Drums participated with the Colorado Emerald Society in several events in March. Also, our recruits at the West Metro Fire Academy received Hazmat training.



Vision - To Be The Best - at providing emergency and prevention services
Mission - High Customer Satisfaction - through quality preparation and excellent service
Values - Strength, Honor, Integrity, Excellence, Leadership, Dedication, Service

Operations Division:

Deputy Chief Rich Martin

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
March 2023 ...95%

Of the 36 customer survey cards we received in March, 32 had the highest overall rating of 5, two had a rating of 4 and 2 had a rating of 2. Some of the comments we received read; "The responders did an excellent job of taking care of my husband. They were caring and very knowledgeable. We were both very glad to see them. They were very reassuring to us both. Thank you to them. Another read; *"Thankful for the quick response and calmness of the staff. Helped calm down the situation and immediately took charge of the scene."* Another read; *"Outstanding!!! Paul O'Brien & crew were magnificent!! Saved my life!!"*

Call Statistics:

For the month of March, we responded to 540 calls for service. Last year at this time, we responded to 567 calls. This places our year to date calls at 1,571, which is 123 less calls or 7.3% lower than last year. Average calls per day for the month were 17.4.

Of the 540 calls for service in March, 370 of the calls were for EMS. We had 314 patient contacts and transported 261 patients. This time last year, we had 272 transports.

Fire Calls:

During the month of March, we ran 14 fire calls compared to 6 in February 2022. We had 42 alarm calls, which is 3 more than last year.

Emergency Medical Service Calls:

For the month of March, there were 261 total patients transported. 171 patients were transported to Castle Rock Adventist, which is 65.5% of all patients transported. 77 patients were transported to Sky Ridge, which is 29.5% of all patients transported. The remaining 13 were transported to facilities outside of Castle Rock.

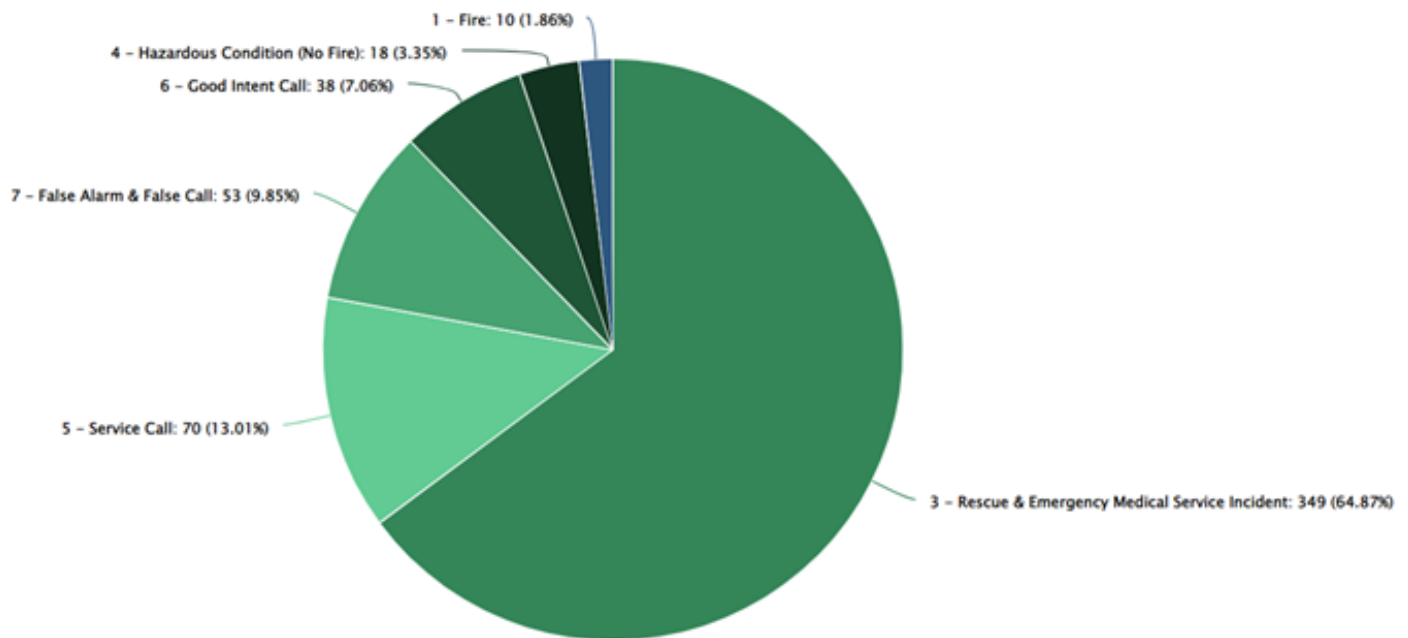
Monthly alerts called by crews and follow-up:

Trauma Alerts	3	Transported to appropriate facility 100%
Stroke Alerts	2	Transported to appropriate facility 100%
STEMI Alerts	2	Transported to appropriate facility 100%
Sepsis Alerts	4	Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

Incident Type Categories

Mar 01, 2023 to Mar 31, 2023



Significant Incidents:

- **B Shift:** On March 30th, Division Chief 151, Battalion 151, Brush 153 and Brush 151 deployed to Simla, CO for an approximately 700-acre grass fire.
- On March 31st, Brush 152 and Brush 155 deployed to the Hogback Fire as part of a task force to assist West Metro Fire/Rescue on a large brush fire.

Life Safety Educators:

For the month of March, CRFD made contact with

- 258 citizens through 9 different public education and community events totaling 12.5 hours of education. Of the 258 citizens we made contact with in March, 170 were children (18 years of age or younger) and 88 were adults.

March Public Education Highlights:


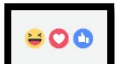


- Car seat proxy time and education
 - 11 CRFD crew members, CRPD officers and a RN completed proxy signoffs and education with FLSE Duncan and FLSE Sanderlin, totaling 8 hours throughout the month.
- CRFD participated in Meadowview Elementary School Read-A-Thon

- 1 community member completed a BLS HeartCode skills check off
- 16 CRPD officers and employees completed Basic Life Support training
- Several scheduled station tours and school visits: Well Spring Stars, Adventure Club Preschool



Car Seat Education Statistics and Measurable Outcomes:

Crews and administrative staff assisted with community education for 22 car seat checks this month. The car seat checks were comprised of 19 rear-facing seats, and 3 forward-facing seats.

CRFD Facebook January 2023	
	3,372 Followers
	651 Likes and Reactions
	2,451 Page Views
	3,372 Post Engagements

PulsePoint Monthly Active Users (MAUs):

During February 2023 (reporting is one month in arrears), 939 users followed CRFD on the PulsePoint app and enabled CPR alerts, with a total of 4,220 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 March, we have responded to 7.3% fewer calls for service than last year at this time. There appears to be an overall decrease in all calls, and not necessarily any specific call type.

We continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts from initial patient contact, through transport to the appropriate facility, hospitalization, and ultimately, discharge from a health care facility. We continue to work with our medical director to show these outcomes by utilizing The Modified Rankin Score. We believe this data is the most comprehensive at this time for us to get the best information and continue to look at ways to improve patient care and outcome.

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. All hospitals have now revised their masking policies. Predominantly, no masks are required. However, if there are special circumstances, our crews have been instructed to follow those hospital guidelines.

We continue to ensure our EMS data is reported to the state on time as per new state statutes. Recently, there was a change in the data that is required to be reported. We have confirmed with the state that they are receiving data correctly.

The ER divert status continues to be monitored. This month, we did see a decrease in diversions. We will continue to monitor this and adapt as needed.

The department was asked to take part in the American Academy of Pediatrics accreditation review by their governing body. Their review was successful, and we received notes of thanks from them. Thanks to Firefighter/Paramedic Schmidt for representing us through this process!

The Metro Chiefs Response Group met again this month to finalize revisions to the response plans for large scale incidents within the metro area. We continue to play a role in this group to ensure we have efficient and timely responses should the need arise. The newly adopted Strike Team/Task Force bridge class was held, and we had several of our officers attend and felt it was valuable. As other classes become available, we will look to send more of our command staff.

The majority of our members successfully completed the annual fitness test by the March 31st deadline. Those that didn't are on modified duty and will need to successfully complete the test prior to returning to full duty.

In March, members were involved in physical fitness for a total of 289.95 hours.



FF/PM Schmidt and FPO Davey reading to children at a school wide literacy event



A station visit with a fun group from Wellspring Community

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Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

After completing the background check process, a formal offer of employment was made to Mr. Bart Chambers. Mr. Chambers has extensive experience, to include a law enforcement background, working for CAL Fire, and he previously served as the State Fire Marshal for Nevada. Division Chief/Fire Marshal Chambers started on March 6, and we are very happy to have him as part of our team. Welcome Bart!

One of our candidates that started West Metro's Fire Academy on February 2 has decided to resign, leaving two in this academy. We will begin the process to fill this position as soon as we can. The three members that started our CRFD lateral academy on February 27 are doing well, they will be completing this academy in mid-April, and then they will be assigned to the line.

As we have seen in previous years, March again showed us that wildland fires can happen at any time of the year. On March 30, we sent several resources to Simla for the 125 Fire, which was a 700+ acre fire just south of town in El Paso County. The Town of Simla received a mandatory evacuation alert due to the fire moving quickly under Red Flag conditions towards the Town. Fortunately, the fire was stopped prior to reaching the town limits.

Then, on March 31, we sent two brush trucks to assist West Metro Fire with the Hogback Fire. Located just west of C470 and south of I70 on Dinosaur Ridge, this fire, also on a Red Flag day, caused some evacuations near Morrison and postponed the opening night performance for the concert season at Red Rocks. Our crews performed very well under challenging conditions at both fires, and coverage was still maintained in Town while these crews were deployed based on our mutual aid agreements.

Fire Chief Commentary:

On March 7, a presentation was made to Town Council on the hazmat risks in town. While Town Council requested specific information on the hazardous materials transported by rail, we provided a complete picture to include fixed facility, highway, and rail based on our Community Risk Assessment. While the probability is low, the risk can be high depending on what hazardous materials are involved in an incident.

We are still working to finish the Town evacuation maps, and GIS has completed the additional requested changes. These are under one final review, and 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 applied for a wildfire mitigation grant from the Colorado State Forest Service. The Incentives for Local Governments (ILG) grant provides funding for wildland mitigation, with a matching requirement, that would allow us to further our mitigation efforts in the Town. We requested \$250k

in grant funds that would be matched at the same from our TABOR timeout line item for wildland mitigation. If successful, these funds could also be used to augment local HOA efforts with mitigation in their respective neighborhoods in addition to the Town's efforts with mitigation. The application deadline is April 5, and we hope to be notified of an award by May.

We also contacted Congressman Ken Buck's office to request consideration for the FY 2024 Congressionally Directed Spending (CDS) Pre-Disaster Mitigation Grant for additional wildland mitigation funding. If successful, we will formally apply through the State for this one-time dedicated source of funding sometime next year. More information to follow as it becomes available.

The 2024 Budget process began in earnest last month with Finance providing us instructions, budget request forms, and timelines. We met as an executive staff to discuss priorities, and our budget requests were submitted on March 27. We will now begin the process of working with Finance and the Budget Team to review our requests and make any formal presentations as needed over the next couple of months.

Deputy Chief Martin and I met with CEO Jeremy Pittman and Chief Medical Officer (CMO) Dr. Devin Bateman of Centura Castle Rock Hospital. These meetings are held on an occasional basis just to check in with each other and provide updates. At this meeting, they wanted to update us on the change in ownership due to the recent split of Centura to Common Spirit and Advent Health. Castle Rock, along with Parker, Littleton, Porter, and Avista hospitals, will now be part of the Advent Health system, which is a large, national healthcare system. They do not foresee any changes that would adversely affect their service, and they look forward to this new ownership as it brings significant potential to actually increase their level of service. The hospital will be renamed to Advent Health Castle Rock.

In closing, if you haven't done so recently, take a quick drive by the old Acme brick plant. Confluence has begun the demolition of the buildings on site, and it is now changing quickly. We sincerely appreciate the opportunity allowing us to train on this site for an extended period of time prior to this demolition and pending re-development. Thanks again to Tony DeSimone and the Confluence Companies!

Life Safety Division:

Division Chief Bart Chambers

Division Chief Commentary

The Life Safety Division has new leadership with Division Chief Chambers being hired as the new Fire Marshal. I have been going through the onboarding with the Chiefs, showing me the Town, introducing me to key personnel and ride a long to meet the crews at the stations from the different shifts. My fire service and law enforcement experience will be an asset to the Life Safety Division, and our community.

The Fire Prevention Officers and Inspector have been actively conducting inspections, plan reviews and investigations along with assisting other agencies with mission tasking for the need of Unmanned Aerial Vehicles (UAV's) over the last month. Also, we made the recent purchase of Blue Beam to reduce the time spent on plan reviews to assist our customers.

Division Fire/Law Enforcement Training: The FPOs have started annual training for the upcoming fire season. They are preparing for wildland fire investigations and supporting allied agencies in this area to include potential deployment to assist in complex wildland fire investigations. They have also started reviewing legal updates to maintain their POST requirements, fire investigation training, along with ICC CE hours for a total of 77 hours of training for the month.

Inspections: 93 Construction, 68 Business and 2 Mobile Food Vendor inspections

Plan Reviews: 83 Plan reviews

Complaints: 4

CORA Requests: 2

Fire Prevention Customer Inquiries: 3

Liquor License Reviews: 11 liquor license reviews were conducted which committed 3 hours of staff time

Fire / Investigation Responses: 3

Unmanned Aerial Vehicle Flights: 5 for 78,003 feet covered

We are currently working on the following:

- Marking the FPO's and Inspector vehicles
- NFA Plans and Investigation classes
- ImageTrend implementation of LSD Records
- Establishing Task books for Inspector/Plans
- Updating LSD information on the website
- Uniform change to be in line with the Operations
- Working with ATF on the new BATS (Bomb Arson Tracking System) program
- Working on getting our Investigators set for wildland deployments
- Working on POST training for perishable skills, legal updates and reciprocity.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

Academies were in full swing throughout March, and both are benefitting from some great CRFD cadre instruction. At WMFR, our two recruits continue to perform well and have been learning about hazmat, VES, conducting live-fire evolutions, and more. Here at the lateral academy, they've been continuing to learn the CRFD way and were able to attend car seat technician school. The lateral academy also spent a day at Larkspur on their ventilation prop and a day at WMFR in their facilities, and we are thankful for those great relationships.

Department Training: Our annual wildland refresher has been providing us with some great opportunities to improve based on lessons learned from the Marshall Fire. Crews rotated through a scenario in the Macanta neighborhood, while also practicing shelter deployments and stretching progressive packs on their own. We also conducted some training for our ABCs/BCs/DVCs that focused on wildland response and initial management of a rapidly escalating incident. Thank you to Lt. Moore and Lt. Kallweit for doing these trainings.

Special Operations Training: Preparation for the upcoming 11-day school continues, and we are working to have light-duty members at the course to help film/create plan-A videos for the technicians.

EMS Training: FF Zach Winters put together a good virtual training on the new(er) Cyanokits that we are carrying. These kits are a critical component in saving civilian and firefighter lives from a structure fire. In that training, we also reviewed EMS supply ordering and some ImageTrend FYI on the report review process.

CMCB: FF Kevin Travis represented us as part of the review committee on all things hazmat certification. Kevin spent time with other SMEs reviewing the test banks and skill sheets to ensure that the testing process is reflective of our needs. The Live-Fire Instructor and Live-Fire Instructor in Charge certifications were approved by Pro-Board and will soon be available to interested members. We also announced the dates for the FI1 course we'll be hosting: December 12 and 13.

Budget: With the planning for 2024 underway, in addition to the previous request for STOs, we added requests for line-item increases in a couple of places to align with actual expenditures. We also began discussions on more long-term solutions to ensure that the division infrastructure is set up to match the department's needs.

March department-wide training hours: 1,858

We are currently working on the following projects:

- Plan-A videos
- EMS training
- ImageTrend implementation
- CMCB
- STO program
- Hiring process



Wildland drill at Macanta



Wildland drill at Macanta



NFFF Stair Climb Coordinator's Meeting



Members of our lateral academy

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary:

The month of March was largely dedicated to budget process for the upcoming 2024 budget. This included our internal budgeting process for the Logistics Division and the fleet replacement schedule budget for upcoming replacements and additions to the fleet. In addition, much work was done on equipment, gear and supplies in support of the lateral academy. This included sizing and measuring for PPE, uniforms, boots and Class A items, as well as putting together totes with all the assigned gear for each new member and moving around SCBAs and bottles for use during academy. LEST Tad Keegan led this effort. As with all things, supply chain issues continue with PPE and such.



Logistics has also been working with both Lieutenant Moore and Battalion Chief Butts on taking over the supply inventory for the wildland cache and hazmat cache. This has been a process, and we are slowly transitioning this direction to get all the supplies under the logistics umbrella. In the past, this was managed by the respective leads for those disciplines, and when there was an overlap, it was not clear who was responsible for the items maintained by those disciplines. With these transitions we hope to clean that up. In order to have a full grasp on what is needed and to be kept in stock, we have asked for an inventory from each discipline lead so we can have a place to start.

I attended the CPSE Excellence Conference. The conference had many opportunities to network with other accredited departments. During the conference, many classes were taught on the credentialing process in addition to the CFAI hearings that took place. I found a lot of value in sitting through many of the hearings. This gave me an opportunity to hear the questions the commissioners had for the agency, and in turn to hear some of the struggles. This experience turned out to be extremely valuable as I traveled to Salina, Kansas for their site visit the next week. This was my first site visit as part of my first peer assessor assignment. All I can say is that it was a huge learning experience! While Salina had some struggles, they also do some great things! I look forward to seeing them continue to move through the process.

Other logistics news includes meeting with DVC/Fire Marshal Chambers, giving him a brief tour of Logistics and the departments we coordinate with in the town, as well as a trip to Galls for uniform items. Logistics continues to meet and work with Chief Chambers on questions and support of his new role leading the Life Safety Division.

We have done a punch list walkthrough of Stations 154 and 155 on the door raise project. Facilities, the building inspector, the contractor and myself were involved in this, and several items were identified for repair. We are currently awaiting the final inspection to be completed on the construction work. After work is completed, facilities will be doing some finish trim work on the door

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jams and installing the new cord reels at Station 155. We also have the quotes for the existing doors and bollards to be painted to match the new doors. This will be started as soon as we get some favorable weather to allow for such work.

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 and the medical oxygen. Tad continues to manage the ordering of any needed supplies and equipment. He has also been assisting with the transition of equipment and supplies needs and ordering from the hazmat and wildland to the Logistics Division.

Sr. EVT Ben Jennings continues to handle the repair and maintenance needs of the department fleet. He handles all repairs and maintenance on the heavy fleet and as needed on the light fleet. Units Ben has had through the shop or touched in March include, Units 116, 281, 121, 189, 106, 080, 082, 155 and 111. During March Ben had a total of 147 hours billed to work orders. Ben also coordinated getting units to Diversified Body for paint damage repair and to Front Range Fire Apparatus for repairs.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for March are 6,794. Year to date is 20,248, and the total since we began the program is 213,325. 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 issue
Station 153/154 Landscaping Planning
Hazmat Team Projects
CPSE Peer Team Assignment

Mobile EVT work at Station 154



Unit 141 EVT work in progress



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Accreditation and Emergency Management:

Assistant Chief Craig Rollins

Over the past month, we believe we have found solutions for most of the common NFIRS errors. We will see at the end of April if the rule changes work. We have also made good progress on developing a fire risk assessment model using supplemental questions in ImageTrend's Location/Occupancies/Inspections module and the DataMart. We hope to have a solution for testing by the end of April.

We are still holding the rollout of Continuum, pending the update of the EMS domains from NEMSIS 3.4 to 3.5. Colorado was an early adopter of the NEMSIS 3.5 reporting standard, but the majority of the other states have not transitioned yet. However, we are able to share a "playlist" or group of data tables, charts, and gauges that will replace the monthly data summary that Paramedic Spronk has been sending out recently. Each visualization displays for 15 seconds, and there are controls in the upper right corner of the screen to pause, advance, or go back. We are still developing this playlist, so if there is data you would like to see, please see me and we'll look into it.

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

Emergency Operations Plan (EOP) update: This has been in a holding pattern for several months waiting Douglas County Health Department (DCHD) input and feedback. We have started to receive DCHD's feedback, and need to integrate their comments and plans with ours.



Town of Castle Rock

Agenda Memorandum

Agenda Date: 5/4/2023

Item #: 3. **File #:** PS 2023-015



Photo Credit: Officer D. Ives

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.

"A woman appeared on my doorstep, seemed very confused, and disoriented. I talked to her while asking my wife to call CR Police. Two cars responded almost immediately, and **Officer Post** and another officer [**Officer J. Lane**] came and were incredible at their ability to be direct, and yet caring and sensitive to the situation...I just wanted to mention that this is the second occurrence where Officer Post responded to our house. The previous was when a DUI hit one of our cars parked in front of our house on Thanksgiving. I just wanted to say that I am very proud of Officer Post and the others that I have interacted with. They are an example of calm cool professional policing, and makes me very happy that we selected Castle Rock as our home. Thanks again for all you do."

Tracey B, 03/17/23

"I just wanted to say thank you to **Officer Lilic** and his partner [**Officer Ford**] for the quick response at 4am, kindness, and excellent service. He was professional, understanding, and kind in our time of need with a potential break in. He was exceptional and I am very thankful to know he is serving our city."

Doris H, 03/04/23



"Dear **Officer Lewis**, our family wants to thank you for all that you do and for bringing our son-in-law home yesterday after his mishap on Founders. My heart sank as I drove by and recognized his car on my way to school. It doesn't matter how old your kids are, they're still your kids. Take care and have a great weekend."

Family members, 03/18/23

Mr. Ryan called in this morning to compliment you both [**Officers Gardner & Reed**] on your professionalism and courtesy when responding to a theft call at the Rec Center. Mr. Ryan added that you advised him on all next steps he needed to take to rectify the situation. Nice work!

Sgt. McCarty, 03/09/23

"I have lived in Castle Rock for nearly 20 years...we have a generally favorable perception of our local police officers. We had an incident with one of your officers - **Officer A. Toliver** - that needs to be shared with his supervisors and - as appropriate - with any others.

A couple of weeks ago... Officer Toliver was the responding officer and was absolutely fantastic. He was incredibly kind, approachable, and communicative. As a father, I am personally grateful my boys witnessed this, and that my wife was treated as she was. She's often concerned about the perception and impact of raising athletic and competitive boys, so to have an authority such as a police officer affirm and be supportive means more than I can convey. Thank you. A huge kudos to Officer Toliver and my personal appreciation to him, as well as a department that he felt comfortable acting as he did in representation of. If I may ever assist the department or do anything, please don't hesitate to ask."

Brandon B, 03/07/23

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

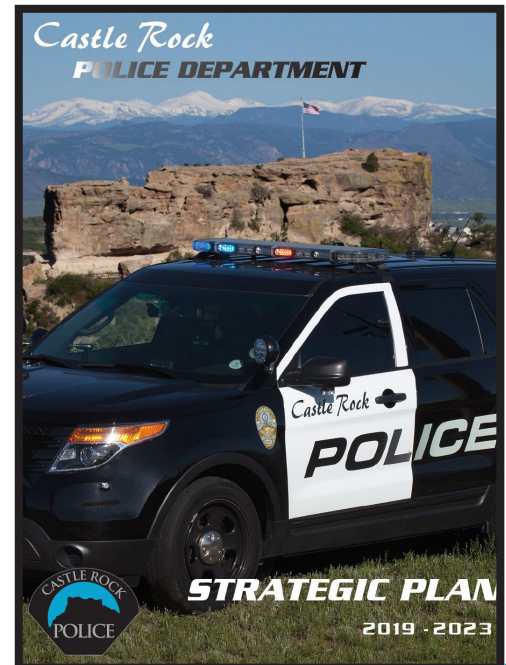
Priority 2: Traffic Safety

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

University of Denver Leadership Program

Sgt. Amanda Lane had the opportunity to attend the Public Safety Leadership Development Program presented by the Executive Education Daniels College of Business at the University of Denver. This program combines world-class faculty with personal assessments, leadership exercises, analytical assignments and challenging activities to provide a life-changing experience for public safety leaders. The cohort consisted of 40 leaders from 23 different agencies across the state. After studying personality characteristics, emotional intelligence and servant leadership, the cohort enjoyed spending time in teams challenging one another with outdoor activities. Other topics expanded on wellness and mental health in public safety sectors and learning Love + Work to increase retention and improve recruitment.

The experience was unbelievably beneficial, and the skills learned translated easily into her role as a Patrol Sergeant. Sgt. Lane is excited to continue her leadership development and to promote healthy morale and continue with positive momentum at CRPD!



Pictured left to right: Cmdrs. Gorman & Varela, Sgt. Lane, Chief Cauley

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	2023 FEB Crime	2022 FEB Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Homicide	0	0	0.1	0	0	N/A	N/A
Sex Offenses - Forcible	0	0	2.2	1	3	-67%	0 (0%)
Domestic Violence	11	14	15.2	21	23	-9%	21 (100%)
Aggravated Assault	0	1	1.6	1	2	-50%	1 (100%)
Total Persons Crimes	11	15	19.1	23	28	-18%	22 (96%)

Property Crime Offense	2023 FEB Crime	2022 FEB Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Burglary	5	4	6.6	15	7	114%	1 (7%)
Fraud/Forgery	20	19	37.1	30	39	-23%	1 (3%)
Motor Vehicle Theft	9	0	6.8	12	8	50%	0 (0%)
Robbery	0	0	0.4	0	0	N/A	N/A
Theft from Motor Veh.	10	13	17.1	13	25	-48%	0 (0%)
Theft	42	51	60.8	85	114	-25%	17 (20%)
Vandalism	26	20	30.4	53	55	-4%	10 (19%)
Total Property Crimes	112	107	159.2	208	248	-16%	29 (14%)

Total Crime Offense	2023 FEB Crime	2022 FEB Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Total Persons Crimes	11	15	19.1	23	28	-18%	22 (96%)
Total Property Crimes	112	107	159.2	208	248	-16%	29 (14%)
Total Crimes	123	122	178.3	231	276	-16%	51 (22%)

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

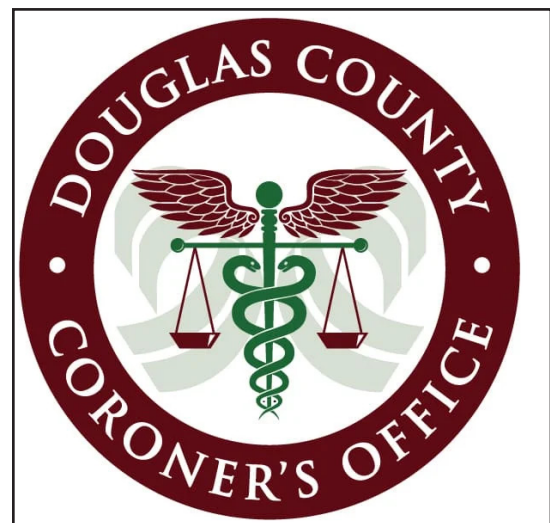
Response Times					
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Wait to Enroute	Average Drive Time	Average Time Officers on Scene
MAR	64	1.95	0.45	7.32	67.92
FEB	63	1.81	0.42	5.95	62.83
JAN	87	1.61	0.33	6.46	68.23
2023 YTD	214	1.79	0.40	6.58	66.33
2022 MON. AVG	80.7	1.50	0.31	5.72	65.71

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Cases assigned - Staff Advocates	38	35	22.6	107	68	57%
Cases assigned - Volunteer Advocates	9	16	11.9	25	40	-38%
Total cases assigned	47	51	34.5	132	108	22%
Total victims served	143	83	62.5	302	191	58%
Volunteer office hours	16	5	2.4	21	11	91%
Call out hours (incl. on-scene, phone)	35	26	30.9	109	100	9%

Victims Assistance Unit Spotlight

In March, the Victim Assistance teams from the Castle Rock, Parker and Lone Tree Police departments were invited guests of Coroner Raeann Brown and Chief Deputy Coroner Keenan Heyde at the Coroner's Office for a meet and greet. Coroner Brown expressed appreciation for all the volunteers in what they do. Brown presented some of her procedures for working together with law enforcement and victim assistance to better serve the community. Brown answered questions and then provided a tour for those who wanted to see the rest of the office. Victim Assistance Coordinators are very grateful for such candid time with Coroner Brown and getting to know her and her staff.



Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Fatality	0	0	0.0	2	0	N/A
Injury	5	8	3.0	14	11	27%
Non-Injury	74	58	59.5	223	204	9%
Traffic Crash Total	79	66	62.6	239	215	11%
Note: As of December 2022, traffic crash statistics are reported through CARFAX.						
Traffic Enforcement						
Traffic Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Driving Under the Influence (DUI)	5	5	8.4	11	20	-45%
Traffic Citations (Municipal and State)						
Call Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Traffic Tickets Issued	167	120	118.5	348	258	35%
Written Warnings	123	79	140.6	265	191	39%



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.)
MAR	86	8	32	126	19	10	155
Authorized FTE positions:	90	Authorized FTE positions:	34.5	124.5			

Training Hours						
Total Hours	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	1,053	938	726.4	2,475.0	2,348.8	5.4%
Types of Trainings						Hours per Type
Internal/In-service (Firearms, investigations, wellness)						555
External Training (Supervising/managing the drug unit, standardized field sobriety test certification, new hire mini-skills training (anti-bias, de-escalation, ACT, firearms, COP, etc.), pepper ball instructor/armorer course, threat assessment symposium, FBI defensive tactics instructor course, interviews and body language techniques, advanced criminal investigations, building searches, Bosch crash data retrieval technician, CIT scenario coach training, CPR/BLS certification)						498

Accomplishments / Recognition						
Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	13	11	11.5	25	14	79%
Recognition / Awards	0	7	5.9	2	8	-75%

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 MAR 90 OFC / 61	2022 MAR 87 OFC / 58	3-YR MO. AVG	2023 YTD 90 OFC / 61	2022 YTD 87 OFC / 55	% Change 2022-2023
CFS TOTAL, includes self-initiated (SI)	4,864	4,536	4,872.2	12,840	12,783	0.4%
CFS, excludes self-initiated (SI)	2,035	2,064	2,111.0	5,858	5,868	-0.2%
Year-to-Date (Per 1,000 citizens)	59.8	55.8		157.9	157.3	0.4%
CFS per Officer, excludes self-initiated	22.6	23.7		65.1	67.4	-3.4%
CFS per 1st Responder, excl. self-initiated	33.4	35.6		96.0	101.2	-5.1%

Note: Year-to-date and 3-Year monthly averages reflect periodic adjustments due to population and CFS fluctuation.

Communication Incoming Phone Calls						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
MAR	466	15	3.55	98.7%	100.0%	200.4
FEB	476	17	3.34	99.4%	99.6%	179.6
JAN	482	16	3.64	98.8%	99.8%	198.7
2023 YTD	1,424	16	3.51	98.9%	99.8%	192.9
2022 Monthly AVG	520.5	16.3	3.36	97.8%	99.7%	185.4
APCO and NENA Standard:*				90.0%	95.0%	N/A

Mon. Administration Calls	4,143	134
Mon. Outbound Calls	1,044	34
YTD-Administration Calls	11,343	125
YTD-Outbound Calls	2,961	33

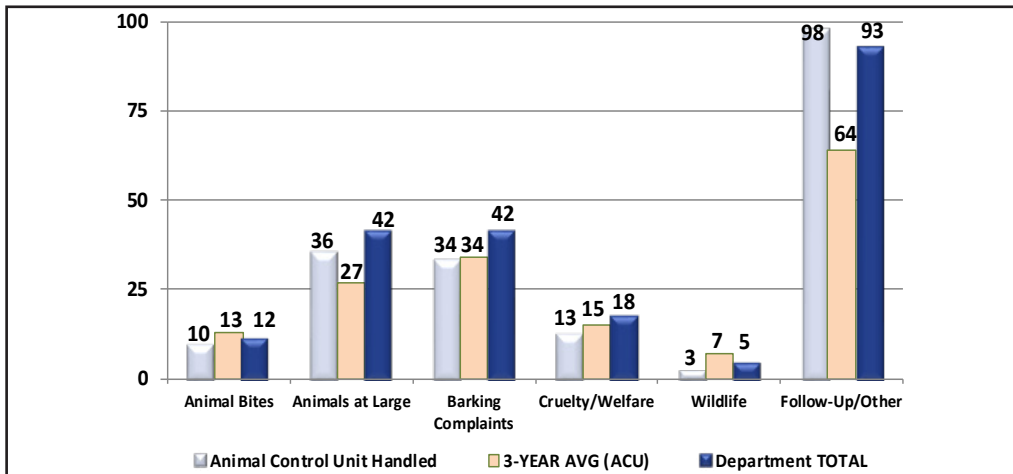
*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Downtown Liaison Officer (DLO)						
Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Parking Enforcement/CFS	96	100	151.8	252	241	4.6%
Parking Warnings	10	14	47.9	23	33	-30.3%
Parking Tickets	3	50	40.7	80	94	-14.9%

Priority 4: Future Growth (continued)



Animal Control Monthly Response Comparison

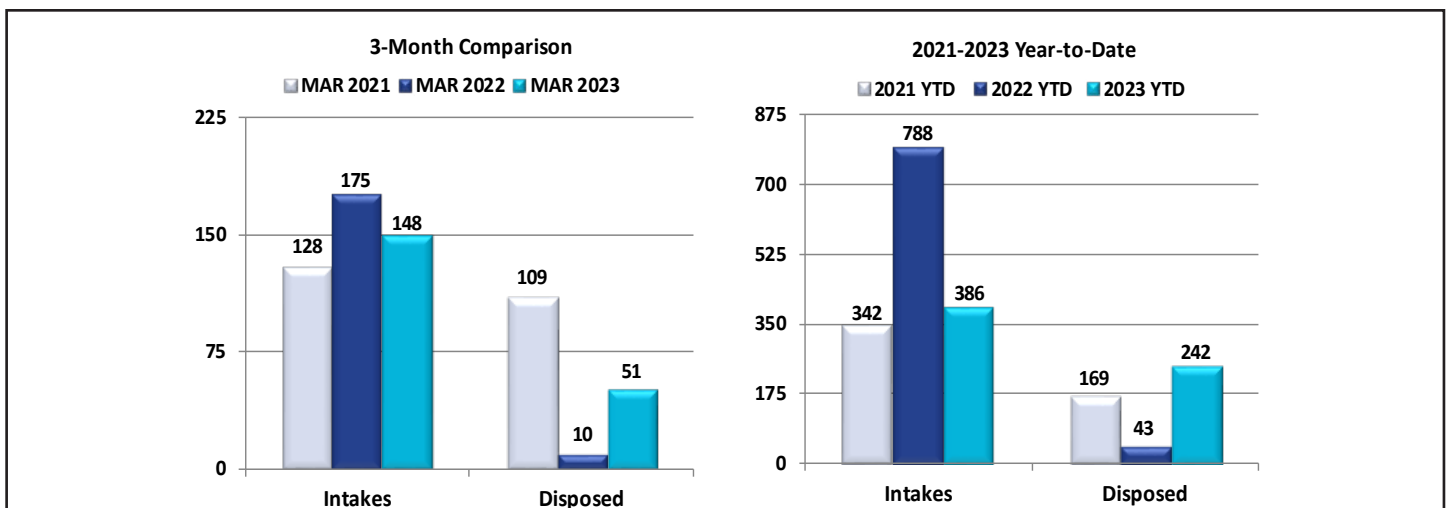


Call Types (%) handled by ACU:

- 83 Percent of animal bites
- 86 Percent of animals at large
- 81 Percent of barking calls
- 72 Percent of cruelty/welfare
- 60 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.

Property & Evidence



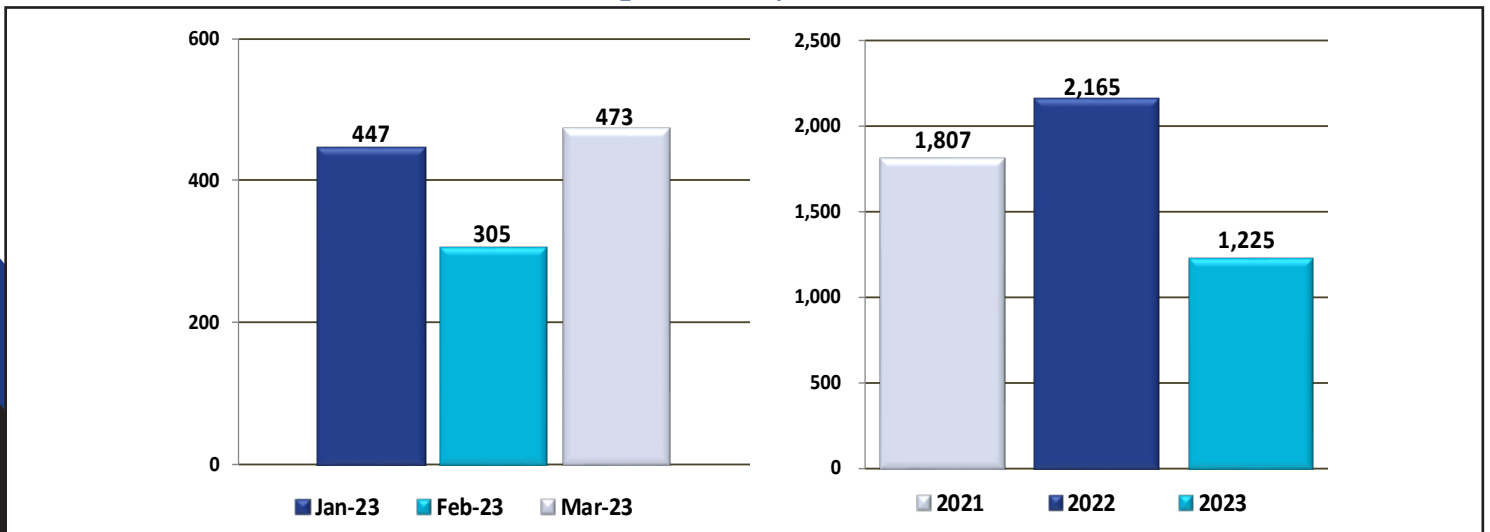
Priority 4: Future Growth (continued)

Records Unit

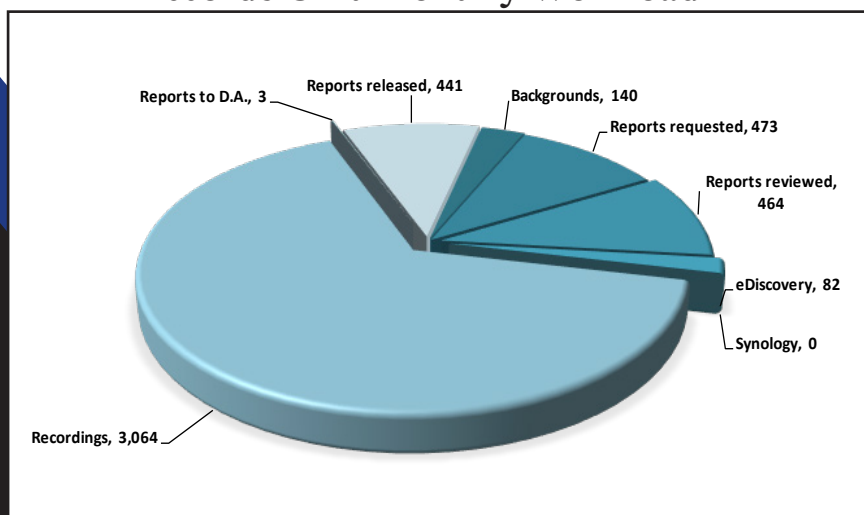
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
MAR 2023	140	473	464	82	0	3,064	3	441
MAR 2022	117	992	943	81	3	2,044	8	904
% Change 2022-2023	19.7%	-52.3%	-50.8%	1.2%	-100.0%	49.9%	-62.5%	-51.2%
3-YR MO. AVG.	107	575	569	58	2	1,141	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 MAR	2022 MAR	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	1	35	69.1	899	886	1.5%
CPTED (Crime Prevention)	0	0	1.9	36	34	5.9%
R-U-OK	1	9	1.6	35	33	6.1%
Total Activity	2	44	75.3	1,003	986	1.7%

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 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	149.0	150.0	150.7	325.0	831.5	-60.9%
Victim Advocates	345	368.0	463.2	1,099	1,268	-13%
Volunteers in Policing (CSVs, Admin)	26.0	47.0	104.7	77.5	177.5	-56.3%
Total	520.0	565.0	718.6	1,501.5	2,277.0	-34.1%

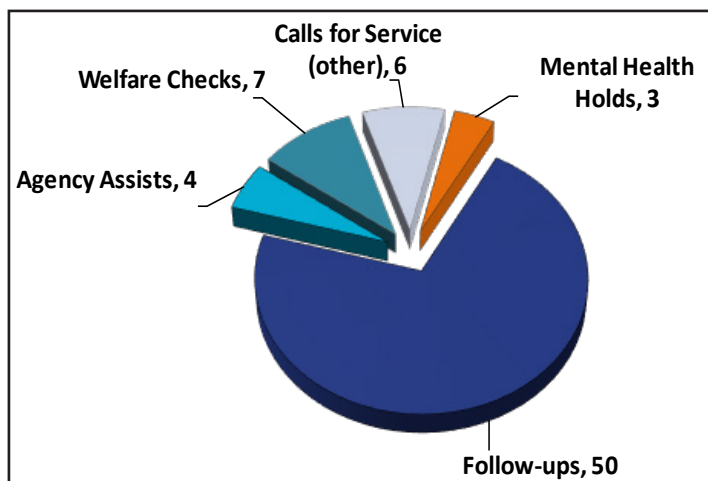
Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
MAR 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	18,840	4,399	38,552	3,695
Number of Posts	15	7	3	11
Total Viewer Engagement	7,839	31	3,980	1,955
	Police		Town	
Total Call Outs or Incident Response	2		1	
	TOTAL			
Media Inquiries	8			

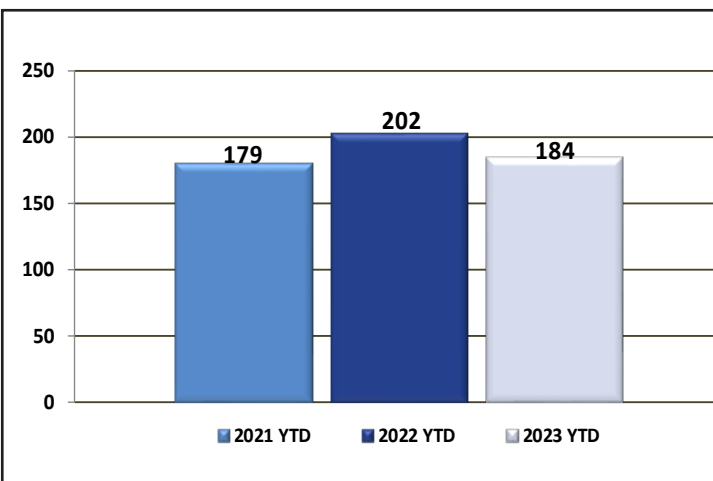
Priority 6: Technology, Equipment & Practices

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 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Total LAP reports completed	15	16	9.9	35	32	9%
High-risk reports	6	5	4.5	16	12	33%

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

ePoliceReporting

Online Crime Reports	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	22	28	44.1	70	81	-13.6%

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
MAR	119	55	50	2	0	1	2
FEB	110	52	47	1	2	0	2
JAN	97	50	41	5	0	2	2
YTD*	326	157	138	8	2	3	6

Department Highlights



PIO Temby's Corner Top Social Media Post

March 10, 2023

Castle Rock Police therapy dog Buttercup has declared Spring Break officially on! If you're staying in Town to do some shopping, going out to eat, hiking Castle Rock's beautiful trails or visiting one of our many parks, help CRPD protect your property and prevent crimes of opportunity. Any time you leave your vehicle, remember to:

- ☐ - Remove ALL valuables
- ☐ - Lock your car AND take the keys with you
- ☐ - Close your garage door
- ☐ - Call CRPD if you notice anything suspicious

We hope you have a safe and relaxing break.
We're here if you need us.

#WeWorkForYou #OneByOne



K9 Unit Shogun & Maverick

Patrol Deployments: 5

Officer Fellows and Shogun were deployed on two building searches and three officer (K9) protection deployments. Officer Gondeck and Maverick were not deployed during the month.

Narcotics Deployments: 2

Officer Fellows and Shogun deployed twice on vehicle sniffs with nothing found. Officer Gondeck and Maverick were not deployed during the month.

Training: 60 hours

The K9 units trained 30 hours each during the month.



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.