



Public Safety Commission Agenda - Final

Chairperson Nate Marsh
Debra Beck
Clark Hammelman
Don MacBrayne
Richard Morton
Andy Powell
Carl Smith
Steve Thayer
Laurie Van Court

Thursday, June 1, 2023

3:00 PM

Castle Rock Fire & Rescue
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

[PS 2023-016](#) Public Safety Commission meeting minutes - May 4, 2023

Attachments: [PSC 05-04-2023 Minutes](#)

Fire Department Report

[PS 2023-017](#) CRFD April Report

Attachments: [CRFD April Report](#)

2022 Standards of Cover updates

Strategic Plan

Police Department Report

[PS 2023-018](#) CRPD April Report

Attachments: [CRPD April Report](#)

New Business

Old Business

Commissioner Comments and Questions

Adjourn



Town of Castle Rock

Agenda Memorandum

Agenda Date: 6/1/2023

Item #: **File #:** PS 2023-016



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, 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.

Call to Order and Attendance

Vice-Chairperson Peterson called the meeting to order at 3:01 p.m.

Guests- Jim Eller

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

Not Present 1 - Chairperson Nate Marsh

Attendance 4 - Laura Cavey, Norris Croom, Tim Gorman, and Deborah Stanley

Approval of Meeting Minutes

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

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

Ms. Beck moved to approve the April 6, 2023 minutes. Mr. Hammelman seconded the motion; the motion carried.

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

Not Present: 1 - Chairperson Marsh

Fire Department Report

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

Attachments: [CRFD March Report](#)

- Commission members were emailed a copy of the Fire Department's March report prior to today's meeting.
- The Fire Department presented its initial 2024 budget to Town staff last week. The Town will be using the 2023-2028 balanced financial plan as the basis for the 2024 budget.
 - Sales tax for March was up 3% over last year but below projections, which will impact budgets.
 - How does the \$11 million in 2022 Tabor surplus funds factor into the budget? These funds will probably be applied to the

- Crystal Valley Interchange project. The interchange, once completed will provide safe roads and better access for emergency vehicles - Chief Croom.
- Is the department requesting any large equipment purchases? Funding for our vehicles is available. The department's fleet replacement costs are built into a replacement budget that the department contributes to yearly. The Police Department follows the same process - Chief Croom.
 - In 2024, the department will spend \$1.5 million to replace its radios. Funding will come from the funds we have contributed towards this project since 2014. Brief discussion on radio frequencies.
 - Compliment given to the Town for finishing 2022 under budget. Chief Croom gave a brief explanation on the Town's cost saving efforts.
 - Three recruits who completed the Lateral academy last month, are on line.
 - The department has two members who will finish West Metro's Fire academy on June 15. They are expected to be on line in August.
 - What is the status on the Marine who was volunteering with the department? He is one of the candidates currently completing the academy. The Training Division is working with the military to establish better Skillbridge opportunities - Chief Croom.
 - The department is running a process to fill its hiring pool. The goal is to have candidates ready to start an academy in August.
 - The department has received notification that it will be awarded a \$250,000 grant from the Colorado State Forest Service to be used for wildland mitigation. This grant is a 50/50 match, and we will use some of our remaining mitigation funds to cover the cost share.
 - A big thank you to the Board of County Commissioners, who on April 11, approved \$1.5 million for wildland firefighting aerial resources for 2023. There is no cost to the Town.
 - \$1.1 million for exclusive use of a helicopter for 153 days beginning June 1. The helicopter will be based at Highway 85 and Titan Road.
 - \$400,000 for call when need aircraft.
 - This is the only County in the state that has provided this support and funding.
 - In the past, the County would need to contact Pueblo to request resources.
 - Who owns the helicopter? The County leases it - Chief Croom.
 - Typically, it takes about one minute to refill the helicopter with water, when a water source is available. Larger capacity helicopters may take two minutes.

- Chief Croom was asked about a connectivity issue with PulsePoint. This is most likely a breakdown with the link. Users may see a breakdown every now and then, this does not affect responder operations.
- Where will Station 156 be located? It will be located near the intersection of Castle Oaks and Rocky View Road.
- Discussion on impact fees, mil levy's, and property taxes.
- Chief Croom invited commission members to apply for the Leadership Douglas County program. Applications are being accepted until June 15, with the program starting in August. This is a yearlong program. Participants meet the first Wednesday of every month.

Police Department Report

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

Attachments: [CRPD March Report](#)

- Commission members were emailed a copy of the Police Department's March report prior to today's meeting.
- The department has four officers who will finish the academy in June. They are expected to be on line in early October.
 - The department has several backfill positions still to fill including an SRO and a training officer.
- Sergeant Lane has graduated from the DU Leadership program. The department is very proud of her accomplishment.
- Compliment given to Commander Gorman for the positive crime statistics listed on the monthly report. The reduction in crime is a result of the technology the department uses and its staff - Commander Gorman.
- Brief discussion on Flock cameras.
 - The Flock cameras are highly successful in making arrests. It eliminates risk before crimes happen.
 - Some area HOA have purchased Flock cameras, but it is the Police Department that has access to the information.
- Commander Gorman was asked the status of the construction at the Police Department. The project is progressing, but there have been a few minor delays.
- How good is the Police Department's radio communications system? It is in great shape. The department has done a lot of upgrades and is as current as possible - Commander Gorman.
 - The 911 Board funds a lot of the infrastructure for our radio communications - Chief Croom.
 - The system has been built so that all responders have access to other agency frequencies to improve communications and responses - Chief Croom.
- Is there another SRO therapy dog in training? Yes, the newest dog is Copper - Commander Gorman.

- Brief discussion on the SRO program, officer selection, and school SRO program preferences.
- National Police Week is May 14 -20. Are there any planned activities? The Police Department will host its awards ceremony on May 17. Commission members will receive an invitation - Commander Gorman.
- Commander Gorman spoke about the great relationship that Police and Fire have built amongst themselves and the community. Chief Croom added that, in addition, the Fire Department has outstanding relationships with the surrounding Douglas County Fire departments.

New Business

- n/a

Old Business

- n/a

Adjourn

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

The meeting adjourned at 4:17 p.m.

The next Public Safety Commission meeting is scheduled for June 1 at 3:00 p.m. at the Fire Headquarters.



Town of Castle Rock

Agenda Memorandum

Agenda Date: 6/1/2023

Item #: **File #:** PS 2023-017

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

April 2023 Monthly Report

Department News: CRFD held a badge ceremony, welcoming new personnel and promoting one member. Family members pinned 3 of our new lateral recruits. Chief Bart Chambers was also pinned as Division Chief/Fire Marshal and Andrew Kopp was pinned as a paramedic



CRFD Ceremonial Unit opening the ceremony



The new recruits presenting a gift to the department



Chief Chambers being sworn in



Andrew Kopp taking the oath as a Paramedic

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
April 2023 ...100%

Of the 58 customer survey cards we received in April, 54 had the highest overall rating of 5, and 4 had a rating of 4. Some of the comments we received read; *"Unfortunately we have had to call 911 too often as my father is elderly & taken some falls. Everyone we have encountered are amazing. They are friendly, efficient and reassuring. They took excellent care during the trip to CRAH! Castle Rock have very best Fire & Rescue teams! So nice to have people we trust during some of our scariest times."* Another read; *"Your guys were kind, reassuring, careful, professional, and very competent! They helped put me at ease when I was very frightened of my condition. They also confirmed my choice of hospitals which helped me too. Thank you so much! The ankle break lady."*

Call Statistics:

For the month of April, we responded to 544 calls for service. Last year at this time, we responded to 542 calls. This places our year to date calls at 2,118, which is 118 less calls or 5.3% lower than last year. Average calls per day for the month were 17.6.

Of the 544 calls for service in April, 356 of the calls were for EMS. We had 324 patient contacts and transported 257 patients. This time last year, we had 239 transports.

**** Please note that with the implementation of our new records management software, the provided link will allow you to view a more detailed synopsis of our operational data. We will no longer be placing charts in this report. Please click on this link, and if you have any questions, please contact me. ****

<https://crfd.imagetrendelite.com/Continuum/crfd/app/Playlist/4ae31d5a-7c04-49a6-94ce-df06d3b2f579>

Fire Calls:

During the month of April, we ran 14 fire calls compared to 13 in April 2022. We had 20 alarm calls, which is 21 less than last year.

Emergency Medical Service Calls:

For the month of April, there were 257 total patients transported. 173 patients were transported to Castle Rock Adventist, which is 67.3% of all patients transported. 77 patients were transported to Sky Ridge, which is 30% of all patients transported. The remaining 7 were transported to facilities outside of Castle Rock.

Monthly alerts called by crews and follow-up:

| | | | |
|----------------------|----------|-------------------------------------|-------------|
| Trauma Alerts | 0 | Transported to appropriate facility | N/A |
| Stroke Alerts | 4 | Transported to appropriate facility | 100% |
| STEMI Alerts | 1 | Transported to appropriate facility | 100% |
| Sepsis Alerts | 4 | Transported to appropriate facility | 100% |

Correct treatment, destination, and procedures done 100%

Significant Incidents:

A Shift:

- On April 8th, Battalion 151, Quint 151, Engine 152, Engine 153, Medic 151, Medic 153 responded to a motor vehicle crash with extrication at Ridge Rd. and Enderud Blvd. A single occupant driver was extricated from the vehicle and transported with minor injuries to a local hospital.
- On April 26th, Division Chief 151, Battalion 151, Quint 155, Quint 151, Engine 39 (South Metro Fire), Engine 153, Medic 154, Medic 151 responded to a commercial structure fire at Home Depot in the lumber area of the occupied building. The fire was controlled by the fire sprinkler system. The fire is under investigation.

B Shift:

- On April 18th, Battalion 151, Quint 151 and Medic 151 responded with J105 on a mutual aid structure fire at 974 Faver Drive.

C Shift:

- On April 4th, Engine 152, Engine 153, Engine 154, Engine 161, Quint 151, Quint 155, Medic 153, Medic 151, Medic 161, Division Chief 151, and Battalion 151 responded to two separate motor vehicle crashes on Interstate 25 northbound between the 180 and 183. One crash was found to have 18 vehicles with two reported injuries. The second crash was found to have 10 vehicles and one reported injury. Interstate 25 northbound was closed while crews worked to secure the scene, care for the injured, and assist Colorado State Patrol with mitigation needs.
- On April 15th, Engine 154, Quint 151, Medic 154, Hazmat 153, and Battalion Chief 151 were dispatched to a reported motor vehicle crash. Crews found a single semi rolled over on Interstate 25 at mile marker 184. The driver of the semi was treated and released on scene and the interstate was reduced to one lane. Crews spent several hours working to mitigate the incident and reopen the interstate.
- On April 16th, Quint 151, Medic 151, Battalion Chief 151, and Squad 155 responded to a motor vehicle crash at 5th and Park Street. Crews found a single vehicle exited the roadway at the 5th street overpass landing on its roof in the riparian area of Plum Creek. Crews found a single occupant driver deceased. Working with the County Coroner and local law enforcement, crews extricated the deceased occupant and used a low-angle rope system to remove the victim.

Life Safety Educators:

For the month of April, CRFD made contact with

- 450 citizens through 13 different public education and community events totaling 31.75 hours of education. Of the 450 citizens we made contact with in April, 364 were children (18 years of age or younger) and 86 were adults.



April Public Education Highlights:

- Youth Leadership Douglas County
- Car seat proxy time and education
 - 4 CRFD crew members completed proxy signoffs and education with FLSE Duncan and FLSE Sanderlin.
- CPR trainings
 - 4 community members completed a HeartSaver CPR/AED community class
 - 1 Community member completed a BLS HeartCode skills check off
 - 24 CRPD officers, DCSO officers and CRT members completed Basic Life Support Training
- Youth Firesetter screening, Youth Firesetter education class
- Three Career Fairs
- Several scheduled station tours and school visits: Wellspring STARS, a homeschool group
- Apparatus units that assisted with public education events involving CRFD crew members and educators were as follows: Quint 151, Medic 151, and Quint 155
- New crgov.com launch was successful with Communications! Check out the [new website](#) today.
- FLSEs worked alongside FPOs and inspectors to create online forms for requests for inspections, permits for special events and mobile food vendor.

Car Seat Education Statistics and Measurable Outcomes:

Crews and administrative staff assisted with community education for 12 car seat checks this month. The car seat checks were comprised of 9 rear-facing seats, and 3 forward-facing seats.

Social Media

During the month of March (reporting is one month in arrears), the CRFD Facebook page reached 17,004 people. Posts were shared 36 times during the month and post engagements came in at 1,534.

PulsePoint Monthly Active Users (MAUs):

During March (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 April, we responded to 5.3% 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 are happy to welcome our three new lateral recruit firefighters on line after their successful completion of the academy. FF Capper is assigned to A Shift, FF Russell is assigned to B Shift, and FF Koldeway is assigned to C Shift. They have all started their station rotations and orientation. We wish them the best as they start this new chapter in their careers!

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 are monitoring to see if any other guidance will be eliminated or revised further with the federal public health emergency due to expire on May 11th. If there are revisions or deletions in guidance, we will follow those as directed.

In April, we did notice that the potential for wildland fires increased. As such, we responded as mutual aid to two wildfires. One was located in Simla, and the other in Morrison. We sent two wildland engines, as well as the Battalion Chief to the Simla fire. For the fire in Morrison, we sent one wildland engine. The majority of our operational members have completed their annual wildland refresher requirements by the upcoming May 1st deadline.

Our EMS data continues to upload to the state successfully with our new reporting software.

The ER divert status continues to be monitored. We continue to see an overall decrease in diversions. We will continue to monitor this and adapt as needed.

We will continue to send our officers through Strike Team/Task Force bridge class. The next one is scheduled for the fall.

In April, members were involved in physical fitness for a total of 390.75 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

The 2024 Budget process began in earnest in March 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 then met with the Budget Team on April 25 to review our budget requests and provide any additional information needed to support these requests. Due to limited available revenue, the Town will be using the 2023-2028 Balanced Financial Plan (BFP) as the basis for the 2024 Budget. As such, we expect that a number of our personnel requests will not be approved, so we will continue to work with the Town to find potential funding solutions. The budget process will continue over the next couple of months, and we will provide more information once a DRAFT 2024 Town Budget is proposed.

On April 11, the Board of County Commissioners approved \$1.5 million for wildland firefighting aerial resources for 2023. This includes approximately \$1.1 million for an exclusive use helicopter for 153 days, beginning June 1, and \$400k for call when needed (CWN) aircraft. These resources are available for any wildfire in the county, including Castle Rock, and we greatly appreciate the Commissioners continued support of this valuable program.

We conducted a badge and promotion ceremony on April 13. Congratulations to FF/PM Kopp on his promotion to Paramedic, and welcome to FFs Capper, Koldeway, and Russell as well as Fire Marshal Chambers! We are glad to have you join our team!

Fire Chief Commentary:

We have the final version of the Town evacuation maps after GIS completed the additional requested changes. These will now be presented to Mr. Corliss for review and approval, and once adopted, we will present these maps 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 continue to work with the Payroll Team at Finance on some outstanding issues with the conversion to UKG. While we believe most of the initial issues have been resolved, we want to ensure that all previous calculations are correct and that there are no other issues or concerns.

Our primary GIS public safety analyst, Ben Aldridge, left employment with the Town in April. While this leaves a pretty significant gap, we will work to minimize the impact of his departure on our efforts. And, we wish Ben the best in his new role and South Metro Fire!

Fire and Life Safety Division:

Division Chief Bart Chambers



Division Chief Commentary

The Life Safety Division has started the change of the branding from Life Safety to Fire and Life Safety Division. With this change, the Division's new logo has been developed as seen here. In addition to the new logo, the vehicles are almost completed with the ghost markings, and the markings are in line with the other department apparatus.

The Fire Prevention Officers have access now to the ATF Bomb Arson Tracking System. This helps with information sharing throughout the United States regarding fires and explosions. Our information exchange with ImageTrend is ongoing, and we are hopeful by June 1st we will have all information transferred over to Image Trend from Emergency Reporting. With the ongoing changes to better account for our process for permits and inspections, we have established a QR code and link to streamline the permit and inspection process. This also helps us with the accountability of the contractors and we are hopeful to reduce the re-inspection process.

Division Fire/Law Enforcement Training: The Fire and Life Safety Division conducted 94 hours of training for the month of April with one FPO attending the National Fire Academy for Fire Investigation Essentials.

Inspections: 77 Construction, 24 Business and 2 Mobile Food Vendor inspections

Plan Reviews: 74 Plan reviews

Complaints: 3

Citations: 11, parking in a fire lane, Mesa Middle School

CORA Requests: 3

Fire Prevention Customer Inquiries: 16

Liquor License Reviews: 7 liquor license reviews were conducted which committed 2 hours of staff time

Fire / Investigation Responses: 1

Unmanned Aerial Vehicle Flights: 1 flight for an hour. Assist other Departments (AOD) to Douglas County Search and Rescue

We are currently working on the following:

- Looking at the prospect of the I-plan table to interface with our clients close to real time
- NFA classes are still a priority and have had another FPO accepted to the NFA
- Task Books to be implemented for the FLSD first part of May
- Updating FLSD Information on the website
- Uniform change to be completed by June 1
- Ongoing integration of the FLSD with the Line Personnel
- Ensuring that fire lane markings are done with red curbs and lines in conjunction to signage



Badge Pinning of Chief Chambers



SR. FPO Howe at the NFA Fire Investigation Essentials



New vehicle markings for the FPO vehicles



New vehicle markings for the FPO vehicles

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

We'd like to thank all of the crews, the off-duty instructors, and the BCs for all of your work during the recent lateral academy – this is a large undertaking for the department, and we repeatedly saw some top-notch instruction from all of our members. Mostly, we'd like to congratulate FF Kyle Russell, FF Andrew Koldeway, and FF Daniel Capper on successfully completing the academy!

Up at West Metro, Owen Pepper and Gunner Tafoya continue to perform and FF Jake Malone has been serving in his integral role with the rest of the cadre. Thank you to the on-duty rigs that made it up to the academy this month – our members loved working with you and working on our trucks.

Acquired Structures: Town staff reached out to us to let us know of an acquired structure opportunity near the new Crystal Valley interchange. Because of the condition of the building, we were able to get the two quint crews from C-shift to the structure to work on ventilation training. We are also planning for training this summer in the old library and should have dates nailed down pretty soon.

Department Training: Our new thermal imaging cameras are in, and Eng. Jake Auten led all three shifts through their in-service training. Additionally, Lt. Mike Moore led this month's in-person EMS training with a skills rodeo. Crews from E152 and E154 worked on their Rescue 42 stabilization skills at the FTC – thanks to Lt. Randy Rafferty, Lt. Doug Kelley, and Lt. Brett Johnson for helping organize and plan those trainings. Lastly, several shifts were able to do a SimsUShare training that focused on reps for our ALTs and paramedics based on ambulances.

Special Operations Training: The Tech Rescue Team did a technician-level structure collapse training, led by Eng. Jason Norris and FF Mitch Murphy. We are also continuing the preparation process for the upcoming 11-day school, and we will have light-duty members at the course to help film/create plan-A videos for the technicians.

CMCB: At this month's meeting, the Board of Directors (BOD) gave final approval to the Live Fire Instructor and Live Fire Instructor in Charge skill sheets. Moving forward, we will discuss how to integrate these certifications into our instructor cadre – but there likely won't be any requirements prior to this year's planned live-fire evolutions. The BOD also continues work on the Strategic Plan and we are hopeful to be able to publish it later this summer. Finally, congrats to FF Justin Kunau for earning his Instructor 1 certification!

Division Stuff: Members of the division had some great opportunities this month including Adam leading the CES band at the annual Colorado Fallen Firefighter's Memorial, Jeff spending time with the students at the Rock Canyon High School fire program, and Oren teaching at FDIC as well as joining the Training Advisory Committee for UL's Fire Safety Research Institute.

We are currently working on the following projects:

- Plan-A videos
- STO program
- CMCB
- EMS training
- Hiring process
- Dispatch integration into training



Lateral academy skill day



Lateral academy skill day



TIC in-service training



Acquired structure ventilation training

Logistics Division:

Division Chief Jim Gile



Division Chief Commentary:

The month of April, was full of activity in the Logistics Division. We worked throughout the month with Chief Chambers on getting a graphics package put together for the bureau vehicles, and having them installed. All vehicles assigned to the Fire and Life Safety Division now have or will have decal markings. We also worked extensively on new uniform items, and setting up spare keys for the vehicles in the bureau as requested by Chief Chambers.

The Division met with Training on upcoming hiring activities to devise a plan to streamline the uniform issuance process. From that, a PStrax checklist has been created to assist LEST Keegan and any cadre assigned with the tracking and issuance of gear, equipment and uniforms. In addition to this, a checklist has also been created to use for uniform requests. This will serve for anything that does not have its own checklist such as bunker gear and ballistic vests. This is not live yet, the goal is to discuss and hold a tutorial at the next Command Staff meeting.

In other news, the long lost Bauer breathing air compressor that had been ordered for Station 154 arrived. Logistics, with assistance from Facilities, unloaded the compressor from the freight company and into the station. Over the next few weeks, we will be working on the disconnect and removal of the old, and install of the new. A quarterly R&D meeting was held, as well as I attended the newly formed Fleet Advisory Committee Meeting. We have also continued to work on the apparatus purchases for new Station 156 and for the projected future. We also worked with FF/PM McNeil and CORE Electric on the install of a new training prop at Station 155. The prop is installed and in service, we thank CORE for the donation of the poles and install for this project.

Sr. EVT Jennings has been installing the new TIC cameras and chargers based on the units coming in for service. He has also been installing the remaining Sierra Wireless cellular access points into the units on the same schedule. The install of the TIC chargers requires some electrical work to be done, and the Sierra Wireless requires a new 6-band antenna to be installed on the roof of the unit, so they do take some time to get done.

LEST 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 supply orders and the medical oxygen. Tad also continues to manage the ordering of any needed supplies and equipment. In addition, Tad worked this month in distributing extra hose to stations and moving the Wildland cache to Station 152. This needed to be done to make room for the new compressor going into Station 154.

Sr. EVT Ben Jennings continues to handle all repairs and maintenance on the heavy fleet and as needed on the light fleet. Units Ben has had through the shop or touched in April include, Units

11

281,121,185, 088, 106,141,125,116, 082, 090,110,136,103, 091,142, 221. During April Ben had a total of 153 hours billed to work orders.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for April are 5,365. Year to date is 25,613, and the total since we began the program is 218,690. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

- Facilities Projects
- MDC GPS Issues
- Station 154 / 155 Door Raise Project (RFP) Station 156 Apparatus (Engine ordered)
- New STO Up-fitting
- R&D Team Projects
- Hazmat Team Projects
- CPSE Peer Team Assignment Salina Kansas
- Station 153, 154 Landscape Planning



Training prop Station 155

New Bauer Compressor at Station 154



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

April posed a couple of challenges:

Even though I was not in the office for much of April (a week of vacation and two weeks at the NFA), progress was made in several areas. The 2022 update to the Standard of Cover (SOC) is nearing completion. A big thanks goes out to FF/PM Spronk for her continued work with StatsFD and reviewing various data set for the SOC update. The ImageTrend reporting got a lot better with only one critical error returned from NFIRS. Thank you to everyone for your attention to detail when writing reports! Having quality data going into the system makes the analysis process quicker and more accurate. Work has continued with DoIT on the Occupancy Vulnerability Assessment Profile (OVAP) tool. However, due to some staffing issues in other departments, it has slowed as people have had to pick up other tasks and responsibilities. We hope to have the tool up and running in 4-6 weeks.

We are working with ImageTrend to see how we can load legacy data into the system so that we can automate as much of the required annual reports as possible. One of the primary challenges is that our legacy data from E.I.S. has a different data schema necessitating some custom programming to correctly map the data fields to ImageTrend.

With the transition to ImageTrend, we lost the data link to Intterra. I have been working with the Intterra team to develop a custom export from ImageTrend to Intterra and get Intterra data tools system back on line. We are also working with Intterra on a community risk/resiliency concept they are developing.

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 Paramedic Spronk has been sending out recently. Each visualization displays for 15 seconds, 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 started receiving DCHD’s feedback, and need to integrate their comments and plans with ours. Given I was out of the office so much in April, I did not make any progress on this item.



Town of Castle Rock

Agenda Memorandum

Agenda Date: 6/1/2023

Item #: **File #:** PS 2023-018



Photo Credit: PIO T. Temby

VISION

To serve people one-by-one so together, we can create environments that are safe and secure, and where people can thrive.

MISSION

The Castle Rock Police Department is dedicated to excellence through community safety, innovation, and public trust. Our goal is to provide for the safety and welfare of both the citizens and visitors of the Town of Castle Rock utilizing effective community-policing philosophies, including crime prevention, traffic enforcement, criminal investigation, crime analysis and community involvement.

Follow us on Facebook, Instagram or Twitter: [CRpoliceCO](#)

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.

“Officer Godfrey, All three of my children currently attend Mesa Middle School. On Tuesday my daughter told me about an incident during lunch. She said that someone was cooking something in the microwave that made a loud pop that sounded like a gunshot. She saw you fly out of your office, gun in hand. She was very emotional when she was telling me about it; it was very scary for her. We talked about the shooting in Nashville the day before and how you must have been on high-alert, even more than usual, and that it must have also been very scary for you. What we focused on the most is that you heard what you thought was a threat and you ran TOWARD IT. That is hero behavior. And I am so grateful for it. I'm even more thankful that it was not a threat, it was just a pop, but knowing you are there, in their school, watching over them, ready to act to protect them, means more than I can say. I'm very emotional writing this, I hope it expresses the magnitude of my appreciation. Thank you for all you do for Mesa, the students, the staff, and my children.” Sara M. (4/3/23)

“Thank you for taking the time to come speak with my students. They really enjoyed meeting the 2 of you. **[Officer Longuevan & Moorhead]**” Katrina F. (4/14/23)

“Mr. Martinez called in to compliment **Officer Toliver** for his assistance on a motorist assist. Mr. Martinez's battery was completely dead due to a bad terminal. Officer Toliver quickly resolved the issue and saved him lots of money on a tow and repairs. Mr. Martinez was very appreciative and thankful.”

Sgt. McCarty (4/15/23)



“I wanted to take a few minutes and let you know that I had an exceptional encounter with CR police **Officer T Yowell** today. My wife and I fell and broke her knee. I was over the speed limit down Canyon Dr hustling her to the doctor. It was a bad decision on my part but I was in a bit of a panic with my wife in excruciating pain. Officer Yowell explained that they were monitoring Canyon Dr for speeders, which I totally agreed with! I see many people traveling too fast on this street. He was sympathetic to our problem, seeing my wife laid out in the back seat of our car. I apologized and thanked him for setting me straight to slow down. Thank you for your service!”

Rob T. (4/5/23)

“We are relatively new to Colorado, having moved from the Chicagoland area less than a year ago. We have never experienced a police officer coming to our door to tell us that our garage door and car hatch were open. We are so impressed and really appreciate **Officer M. Lance's** stopping by tonight to alert us of this situation. We promise to be more vigilant about closing our garage door. But kudos to Officer Lance coming and alerting us at 10:15 pm. We feel much safer.”

Chris & Anita (4/12/23)

Dale and Peggy Merrick called in to [Sgt. A. Lane] to give a huge thanks to **Officer Burns** for stopping to assist them with a flat tire on 04/24/23. They were thrilled when he stopped behind them; he was “cordial, professional and just great!” He helped them change the tire, and he “is just a blessing. He should be commended.” They wish we could have more officers like Officer Burns. I could not agree more! Thank you Officer Burns for being a great representative of CRPD and helping out this couple in a time of need. Well done!

Dale & Peggy M. (4/25/23)

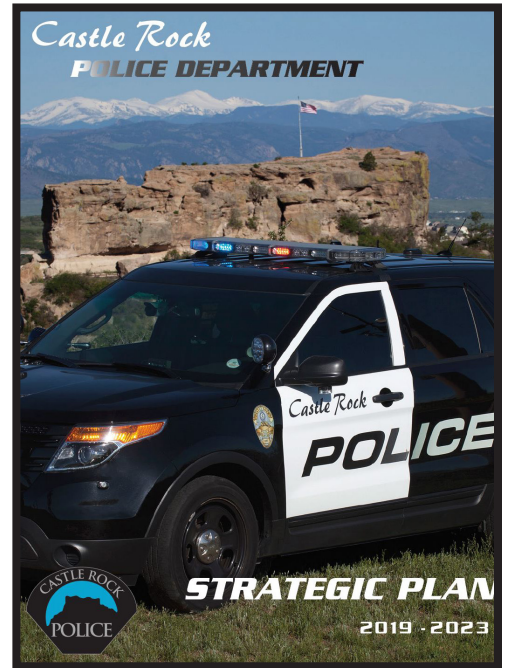
Message from the Chief



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.crgov.com/PDplan)

Leading with Success

Great Work By All!

CRPD was once again honored to be recognized as one of Colorado's safest cities. Safewise released its list of [Colorado's 20 Safest Cities](#) of 2023 and Castle Rock ranked 13th. We were the largest municipality and just one of three agencies serving more than 30,000 residents on the list. It is because of the people (both sworn and professional staff), our innovation and great partnership with residents that we have been able to thrive as a community.

A recent example of our dedicated staff using technology to produce amazing results occurred from March 30 to April 3. Three separate License Plate Reader (LPR) hits from our Community Action Team, patrol officers and dispatchers yielded five arrests, two stolen vehicles, one stolen gun and copious amounts of methamphetamine and fentanyl.



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 MAR Crime | 2022 MAR 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 | 5 | 2.2 | 1 | 8 | -88% | 0 (0%) |
| Domestic Violence | 23 | 19 | 15.2 | 44 | 42 | 5% | 41 (93%) |
| Aggravated Assault | 0 | 0 | 1.6 | 1 | 2 | -50% | 1 (100%) |
| Total Persons Crimes | 23 | 24 | 19.1 | 46 | 52 | -12% | 42 (91%) |

| Property Crime Offense | 2023 MAR Crime | 2022 MAR Crime | 3-YR MO. AVG | 2023 YTD Crime | 2022 YTD Crime | YTD % change 2022-2023 | 2023 YTD Clearance |
|------------------------------|----------------------|----------------------|-----------------|-------------------|-------------------|------------------------------|--------------------------|
| Burglary | 9 | 6 | 6.6 | 24 | 13 | 85% | 2 (8%) |
| Fraud/Forgery | 13 | 18 | 37.1 | 43 | 57 | -25% | 2 (5%) |
| Motor Vehicle Theft | 9 | 3 | 6.8 | 21 | 11 | 91% | 0 (0%) |
| Robbery | 0 | 1 | 0.4 | 0 | 1 | -100% | N/A |
| Theft from Motor Veh. | 5 | 8 | 17.1 | 18 | 33 | -45% | 0 (0%) |
| Theft | 49 | 74 | 60.8 | 134 | 188 | -29% | 32 (24%) |
| Vandalism | 24 | 22 | 30.4 | 77 | 77 | 0% | 14 (18%) |
| Total Property Crimes | 109 | 132 | 159.2 | 317 | 380 | -17% | 50 (16%) |

| Total Crime Offense | 2023 MAR Crime | 2022 MAR Crime | 3-YR MO. AVG | 2023 YTD Crime | 2022 YTD Crime | YTD % change 2022-2023 | 2023 YTD Clearance |
|------------------------|----------------------|----------------------|-----------------|-------------------|-------------------|------------------------------|--------------------------|
| Total Persons Crimes | 23 | 24 | 19.1 | 46 | 52 | -12% | 42 (91%) |
| Total Property Crimes | 109 | 132 | 159.2 | 317 | 380 | -17% | 50 (16%) |
| Total Crimes | 132 | 156 | 178.3 | 363 | 432 | -16% | 92 (25%) |

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 |
| APR | 82 | 1.41 | 0.65 | 5.91 | 57.34 |
| MAR | 64 | 1.95 | 0.45 | 7.32 | 67.92 |
| FEB | 63 | 1.81 | 0.42 | 5.95 | 62.83 |
| 2023 YTD | 296 | 1.70 | 0.46 | 6.41 | 64.08 |
| 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 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
| Cases assigned - Staff Advocates | 33 | 25 | 22.6 | 140 | 93 | 51% |
| Cases assigned - Volunteer Advocates | 8 | 10 | 11.9 | 33 | 50 | -34% |
| Total cases assigned | 41 | 35 | 34.5 | 173 | 143 | 21% |
| Total victims served | 66 | 60 | 62.5 | 368 | 251 | 47% |
| Volunteer office hours | 11 | 11 | 2.4 | 32 | 22 | 45% |
| Call out hours (incl. on-scene, phone) | 34 | 35 | 30.9 | 143 | 135 | 6% |

Victims Assistance Unit Spotlight

In April, Coordinator Binks hosted a training for Douglas County victim assistance programs. Invited speaker Ami McCarthy from the Colorado Organization for Victim Assistance (COVA) presented on Vicarious Trauma. Using wit, humor, and her vast experience serving at some of Colorado's and the nation's most traumatic events, Ami delineated the differences from burnout to secondary trauma and the importance of self-care.



Priority 2: Traffic Safety

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

| Traffic Crashes | | | | | | |
|--|-------------|-------------|-----------------|-------------|-------------|-----------------------|
| Crash Type | 2023 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
| Fatality | 1 | 0 | 0.0 | 3 | 0 | 300% |
| Injury | 6 | 3 | 3.0 | 20 | 14 | 43% |
| Non-Injury | 73 | 59 | 59.5 | 296 | 275 | 8% |
| Traffic Crash Total | 79 | 62 | 62.6 | 318 | 289 | 10% |
| Note: As of December 2022, traffic crash statistics are reported through CARFAX. | | | | | | |
| Traffic Enforcement | | | | | | |
| Traffic Type | 2023 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
| Driving Under the Influence (DUI) | 8 | 9 | 8.4 | 19 | 29 | -34% |
| Traffic Citations (Municipal and State) | | | | | | |
| Call Type | 2023 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
| Traffic Tickets Issued | 199 | 238 | 118.5 | 547 | 495 | 11% |
| Written Warnings | 122 | 67 | 140.6 | 387 | 258 | 50% |



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.) |
|----------------------------------|----------------|----------------------------------|----------------|--------------|------------|-----------|-------------------------|
| APR | 86 | 8 | 32 | 126 | 17 | 8 | 151 |
| Authorized FTE positions: | 90 | Authorized FTE positions: | 34.5 | 124.5 | | | |

| Training Hours | | | | | | |
|-------------------|----------|----------|--------------|----------|----------|--------------------|
| Total Hours | 2023 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
| Internal/External | 1,570 | 507 | 726.4 | 4,045 | 2,856 | 41.6% |

| Types of Trainings | Hours per Type |
|---|----------------|
| Internal/In-service (Advanced search and seizure, single officer response to an active threat) | 972 |
| External Training (Interdiction mastermind, POST handgun instructor, emerging legal trends, advanced interview and interrogation, Piranha training (tire deflation device), Stop the Bleed, international conference on sexual assault and domestic violence, basic forensic interview training, train the trainer, LEEPAAC leadership conference, collecting minimal facts, Crisis Intervention Training, force encounters analysis, basic rifle certification) | 598 |

| Accomplishments / Recognition | | | | | | |
|-------------------------------|----------|----------|--------------|----------|----------|--------------------|
| Type | 2023 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
| Compliments/Commendations | 8 | 4 | 11.5 | 33 | 33 | 0% |
| 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 APR 90 OFC /61 | 2022 APR 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) | 4,703 | 4,732 | 4,872.2 | 17,543 | 17,515 | 0.2% |
| CFS, excludes self-initiated (SI) | 2,152 | 2,189 | 2,148.1 | 8,010 | 8,057 | -0.6% |
| Year-to-Date (Per 1,000 citizens) | 57.8 | 58.2 | | 215.8 | 215.6 | 0.1% |
| CFS per Officer, excludes self-initiated | 23.9 | 25.2 | | 89.0 | 92.6 | -3.9% |
| CFS per 1st Responder, excl. self-initiated | 35.3 | 37.7 | | 131.3 | 138.9 | -5.5% |

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) |
| APR | 460 | 15 | 3.64 | 97.8% | 99.4% | 186.4 |
| MAR | 466 | 15 | 3.55 | 98.7% | 100.0% | 200.4 |
| FEB | 476 | 17 | 3.34 | 99.4% | 99.6% | 179.6 |
| 2023 YTD | 1,884 | 16 | 3.54 | 98.7% | 99.7% | 191.3 |
| 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 | 4,153 | 138 |
| Mon. Outbound Calls | 951 | 32 |
| YTD-Administration Calls | 15,498 | 128 |
| YTD-Outbound Calls | 3,912 | 32 |

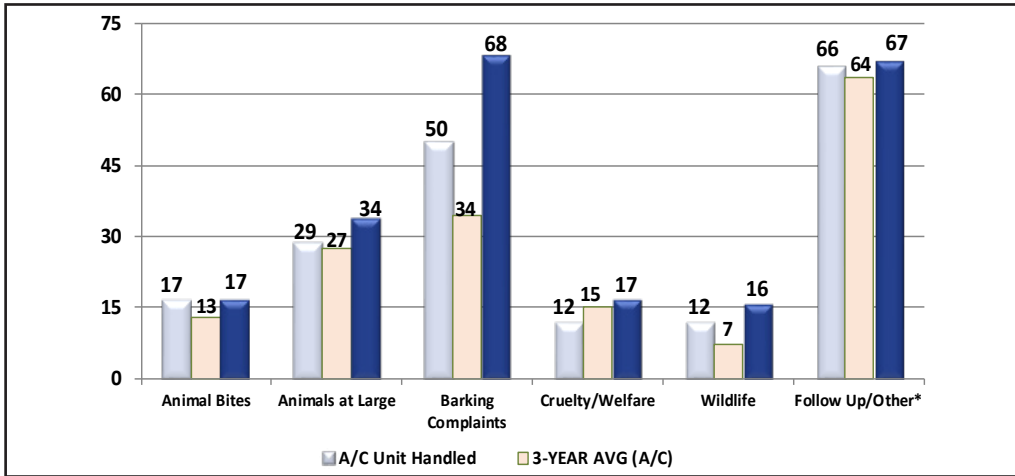
*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

| Downtown Liaison Officer (DLO) | | | | | | |
|--------------------------------|-------------|-------------|-----------------|-------------|-------------|-----------------------|
| Type | 2023 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
| Parking Enforcement/CFS | 40 | 75 | 151.8 | 292 | 316 | -7.6% |
| Parking Warnings | 1 | 7 | 47.9 | 24 | 40 | -40.0% |
| Parking Tickets | 5 | 24 | 40.7 | 85 | 118 | -28.0% |

Priority 4: Future Growth (continued)



Animal Control Monthly Response Comparison

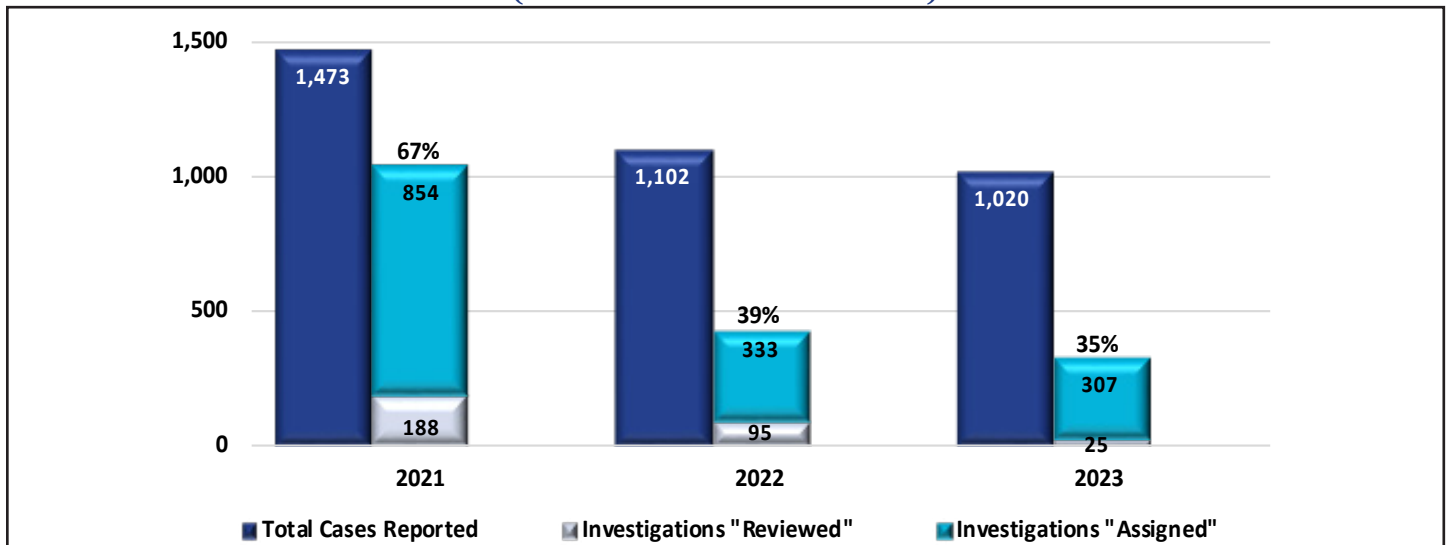


Call Types (%) handled by ACU:

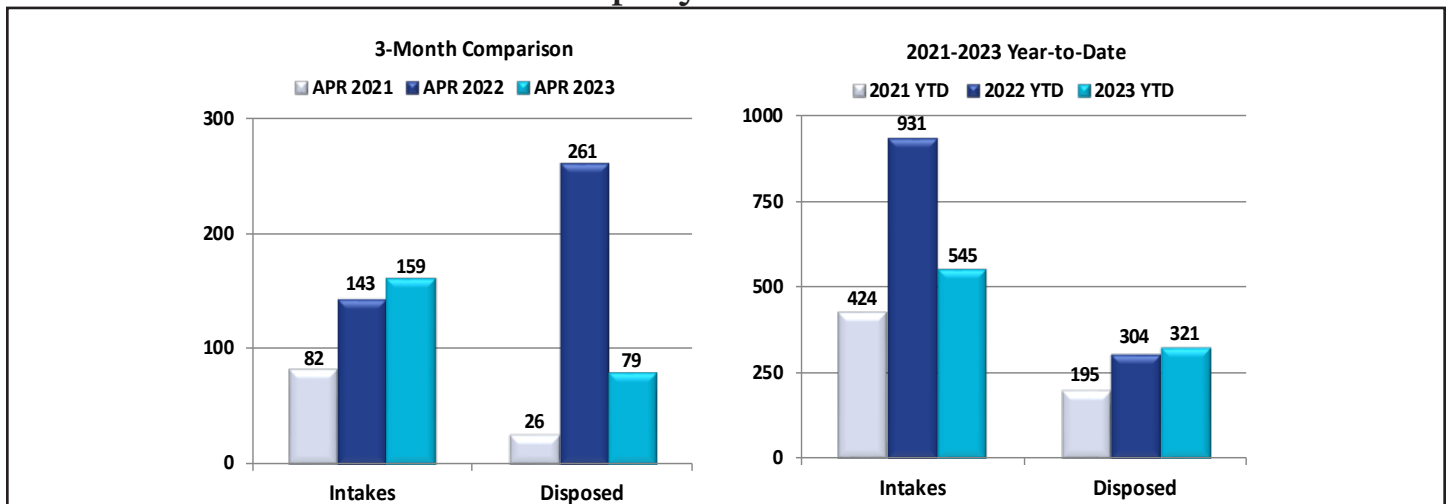
- 100 percent - animal bites
- 85 percent - animals at large
- 74 percent - barking calls
- 71 percent - cruelty/welfare
- 75 percent - wildlife
- 99 percent - follow-up/other*

*Note: ACU responds/assists on other departmental-call types, including additional patrol-related calls for service.

Investigations Case Reports (2021-2023 Year-to-Date)



Property & Evidence



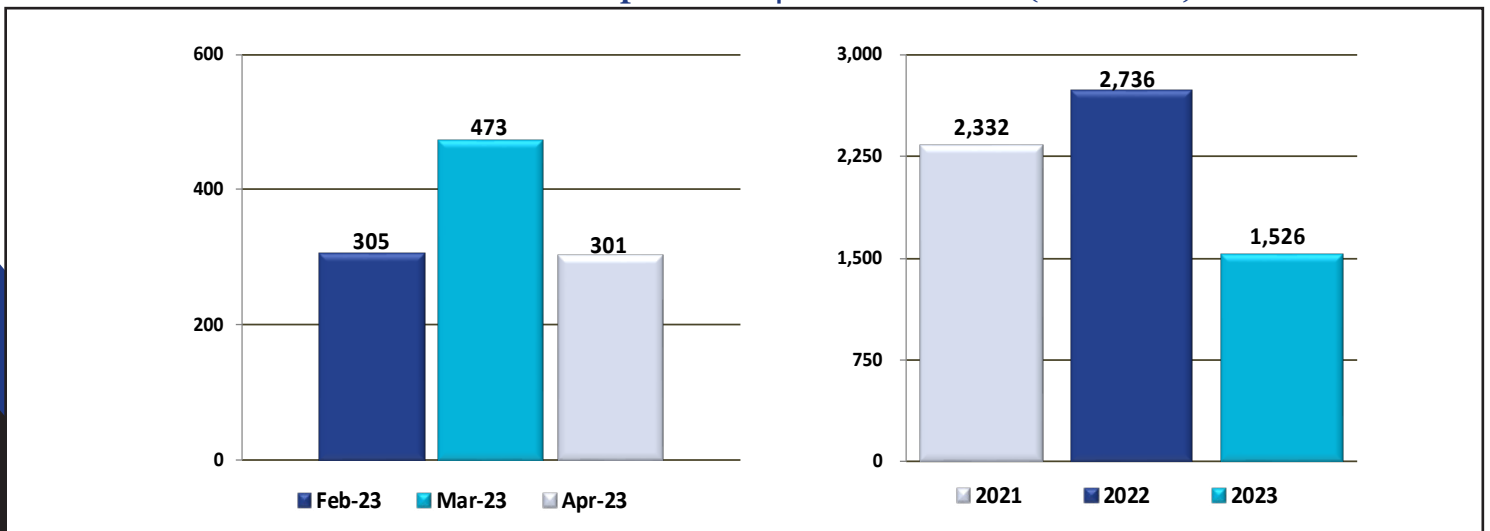
Priority 4: Future Growth (continued)

Records Unit

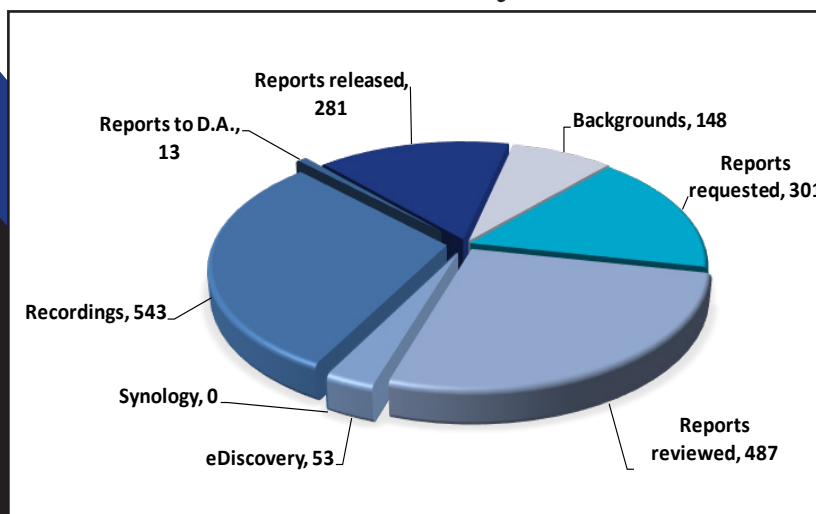
| Workload | Backgrounds | Reports requested | Reports reviewed | eDiscovery | Synology* | Recordings | Reports to D.A. | Reports released |
|--------------------|-------------|-------------------|------------------|------------|-----------|------------|-----------------|------------------|
| APR 2023 | 148 | 301 | 487 | 53 | 0 | 543 | 13 | 281 |
| APR 2022 | 90 | 584 | 570 | 87 | 1 | 1,188 | 1 | 552 |
| % Change 2022-2023 | 64% | -48% | -15% | -39% | -100% | -54% | 1200% | -49% |
| 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 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 Year-End | % Change 2022-2023 |
| Crime Free Multi-Housing | 0 | 0 | 2.0 | 25 | 25 | 0% |
| Crime Free Self-Storage | 0 | 0 | 0.7 | 8 | 8 | 0% |
| Rock Watch | 6 | 35 | 69.1 | 905 | 886 | 2% |
| CPTED (Crime Prevention) | 2 | 0 | 1.9 | 38 | 34 | 12% |
| R-U-OK | 0 | 9 | 1.6 | 35 | 33 | 6% |
| Total Activity | 8 | 44 | 75.3 | 1,011 | 986 | 3% |

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 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
| Explorer Unit | 251 | 128 | 150.7 | 576 | 960 | -40% |
| Victim Advocates | 321 | 368 | 463.2 | 1,420 | 1,636 | -13% |
| Volunteers in Policing (CSVs, Admin) | 30 | 42 | 104.7 | 108 | 233 | -54% |
| Total | 602 | 538 | 718.6 | 2,104 | 2,829 | -26% |

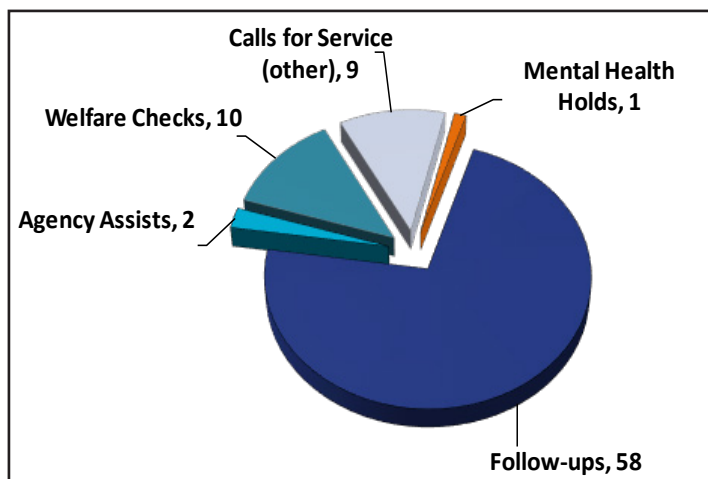
Goal 2: Optimize communication and marketing programs

| Public Information Officer (PIO) | | | | |
|--------------------------------------|----------|---------|----------|-----------|
| APR 2023 | Facebook | Twitter | Nextdoor | Instagram |
| Followers | 19,080 | 4,462 | 38,760 | 3,731 |
| Number of Posts | 26 | 9 | 10 | 17 |
| Total Viewer Engagement | 39,997 | 99 | 20,595 | 2,559 |
| | Police | | Town | |
| Total Call Outs or Incident Response | 12 | | 0 | |
| | TOTAL | | | |
| Media Inquiries | 12 | | | |

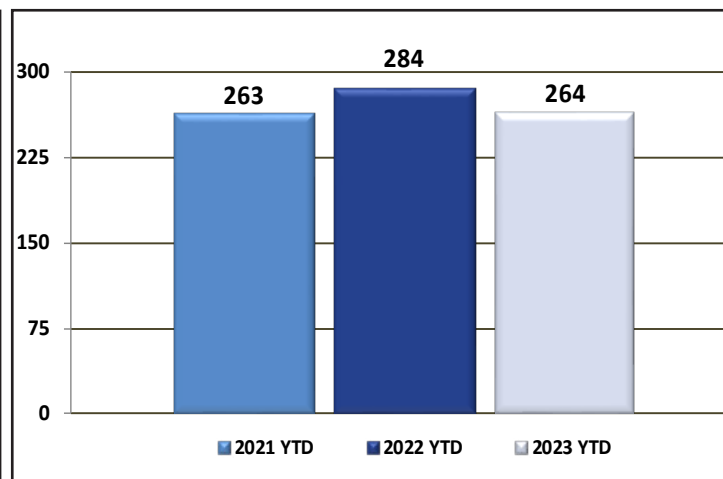
Priority 6: Technology, Equipment & Practices

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 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
|-----------------------------|----------|----------|--------------|----------|----------|--------------------|
| Total LAP reports completed | 9 | 11 | 9.9 | 44 | 43 | 2% |
| High-risk reports | 4 | 4 | 4.5 | 20 | 16 | 25% |

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 APR | 2022 APR | 3-YR MO. AVG | 2023 YTD | 2022 YTD | % Change 2022-2023 |
|----------------------|----------|----------|--------------|----------|----------|--------------------|
| Reports received | 29 | 36 | 44 | 99 | 117 | -15.4% |

CueHit (Customer Service Measurement Tool)

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

| Customer Service Surveys | | | Rating Results (1 - 5 with 5 as our goal) | | | | |
|--------------------------|------|----------|---|----|---|---|---|
| MON/YTD | Sent | Received | 5 | 4 | 3 | 2 | 1 |
| APR | 127 | 68 | 58 | 4 | 3 | 1 | 2 |
| MAR | 119 | 55 | 50 | 2 | 0 | 1 | 2 |
| YTD* | 453 | 225 | 196 | 12 | 5 | 4 | 8 |

Department Highlights



PIO Temby's Corner Top Social Media Post

April 3, 2023 at 11:30 AM

The Castle Rock Police Department has identified the author of a social media threat directed at area schools. After a thorough investigation, detectives determined the message was created by a juvenile. While this is an active investigation, there is not a danger to our community. Criminal charges against the suspect are pending.

We appreciate our partnership with the Douglas County School District and other local agencies as we work together to create safe and secure environments for Castle Rock's students and their families.



K9 Unit Shogun & Maverick

Patrol Deployments: 4

Officer Gondeck and Maverick were deployed once on a K9 Protect call. Officer Fellows and Shogun deployed on three K9 Protect calls.

Narcotics Deployments: 3

Officer Fellows and Shogun deployed to three vehicle sniffs. Officer Gondeck and Maverick were not deployed on a narcotics deployment. Narcotics / paraphernalia were not located.

Training: 30 hours

Maverick and Officer Gondeck trained 10 hours. Shogun and Officer Fellows trained 20 hours.

Note: Maverick was out of service for two weeks due to surgery.



***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.