



Public Safety Commission Agenda

Chairperson Dan Smoker
Vice Chair Kerstin Keough

Clark Hammelman

Don MacBrayne
Nate Marsh
Janet Peterson

Carl Smith

Steve Thayer

Mike Wells

Thursday, February 3, 2022

3:00 PM

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

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

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

Approval of Meeting Minutes

[PS 2022-006](#) Public Safety Commission meeting minutes - Jan. 6, 2022

Attachments: [PSC Jan. 06, 2022 minutes](#)

Fire Department Report

[PS 2022-004](#) CRFD December Report

Attachments: [CRFD December Report](#)

Police Department Report

[PS 2022-005](#) CRPD December Report

Attachments: [CRPD December Report](#)

New Business

Old Business

Commissioner Comments and Questions

Adjourn



Town of Castle Rock

Agenda Memorandum

Agenda Date: 2/3/2022

Item #: **File #:** PS 2022-006



Public Safety Commission Meeting Minutes - Draft

Chairperson Dan Smoker
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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

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

Present 8 - Chairperson Dan Smoker, Vice Chair Kerstin Keough, Clark Hammelman, Don MacBrayne, Nate Marsh, Janet Peterson, Carl Smith, and Steve Thayer

Not Present 1 - Mike Wells

Attendance 4 - Laura Cavey, Norris Croom, Jason Lyons, and Becky Hernandez

Approval of Meeting Minutes

[PS 2022-001](#) Public Safety Commission meeting minutes - December 2, 2021

Attachments: [PCS12-02-2021 Minutes](#)

Mr. Marsh moved to approve the December 2, 2021 minutes. Mr. Thayer seconded the motion; the motion carried.

Yes: 8 - Chairperson Smoker, Vice Chair Keough, Hammelman, MacBrayne, Marsh, Peterson, Smith, and Thayer

Not Present: 1 - Wells

Attendance update

Mr. Wells arrived at approximately 3:10 p.m.

Present 9 - Chairperson Dan Smoker, Vice Chair Kerstin Keough, Clark Hammelman, Don MacBrayne, Nate Marsh, Janet Peterson, Carl Smith, Steve Thayer, and Mike Wells

Fire Department Report

[PS 2022-002](#) CRFD November Report

Attachments: [Fire](#)

- The commission members received the department's November report via email.
 - Annual banquet rescheduled to Feb. 19 (tentatively).
 - COVID numbers are the highest since the pandemic started.
 - The emergency contingency plan is once again in place to

include the possibility of operating with half the minimum staffing levels.

- Hiring
 - Four new positions (includes three paramedics) with an academy (West Metro Fire) beginning in Feb.
 - Graduation is in mid-to-late May.
 - A four-week CRFD training follows.
 - Marshall Fire response
 - CRFD sent a brush truck and lieutenant with the crew working all night on structure fires (14 hours).
 - Discussion on Castle Rock's evacuation plan and wind-driven fires. Chief Croom explained the difficulty in attempting to contain this type of fire.
 - The Marshall Fire had winds up to 107 mph; the fire ran 100 yards in less than 10 seconds.
 - Discussion on CodeRed - geographical-based, emergency notification system for cell and home phones.
 - If registered and within the geo fence, an emergency message will be delivered.
 - Soft release of CRFD's new Facebook page scheduled for Monday, Jan. 10.
 - The link will be emailed to commission members.
 - In addition to the Town's Facebook posts, CRFD's will include more information.
 - The challenge is in managing information; it is not intended to be an emergency page.
 - Other social media platforms will be reviewed later.
 - Community Wildfire Protection Plan (CWPP)
 - Council presentation is scheduled for the January 18 meeting.
 - Hazard zones include 19-residential, 2-moderate; 12-high; 5-very high, zero in the extreme zone.
 - Special interest and open spaces do not have hazard risks assigned.
 - Recommendations for public education are included in the plan.
 - Open space analysis is part of the plan for these areas (over 3K acres).
 - Mitigation cost is approximately \$5K per acre (approximately \$2 million for all Town open spaces).
 - Recent mitigation includes Escavera (three acres approximately \$9K).
 - Utilizes a Bobcat with a grinder on front to clear the scrub oak.
 - Hand crews follow.
 - Once the formal plan is adopted by Council, it will be forwarded to Douglas County and the Colorado

State Forest Service. Castle Rock then has the ability to apply for federal and state funding.

- The plan does not include the Fire Protection District areas (the unincorporated parts within Castle Rock). These areas fall under the County's CWPP.
- The County administration also needs to sign off on the plan as well as the state forest service.
- Questions for Chief Croom
 - Do you hire laterals? Yes, we have, but we do not generally see the lateral moves. We certainly look for those opportunities; they are rare.
 - Is there a probationary period? No, but the new hires do rotate within the different stations to ensure all their job performance requirements (JPRs) are signed off.
 - How many gallons of water does the Type 3 brush truck hold? The truck holds 500 gallons of water as well as a hose supply and SCBAs.

Police Department Report

[PS 2022-003](#) CRPD November Report

Attachments: [Police](#)

- The commission members received the department's November report via email.
 - Hiring update
 - On Monday, Jan. 3, seven new officers were sworn in.
 - Six are attending CRPD's 14-week in field training officer (FTO) program.
 - One will attend a five-month academy prior to his field training.
 - Another new hiring process will begin in mid-January due to upcoming vacancies.
 - Questions for Commander Lyons:
 - What is CRPD's salary comparison between the other local agencies? CRPD is now market competitive with the implementation of FPPA last year and a 2022 public safety pay scale.
 - Based on past and current events, have you introduced any new trainings? CRPD made a substantial investment in a Use of Force simulator. We also train on de-escalation, less-lethal munitions, critical communication skills, and use of force skills. CRPD is already ahead of the curve with much of this training.
 - Discussion continued on officer training and the amount received annually by most of our officers, which averages over 100 hours.

- Virtual scenario training offered at an upcoming meeting.

New Business

- Chief Croom informed the commissioners of a forthcoming proposal for listening sessions to address the challenges of funding future police and fire positions. The PSC will be asked to assist in encouraging the public to attend.
 - Question: Will there be an educational component as well as gaining feedback? Yes, typically, there would be.

Old Business

N/A

Commissioner Comments and Questions

N/A

Adjourn

The meeting adjourned at 3:52 p.m.

Mr. Marsh made a motion to adjourn the meeting; Ms. Keough seconded the motion.



Town of Castle Rock

Agenda Memorandum

Agenda Date: 2/3/2022

Item #: **File #:** PS 2022-004

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

December 2021 Monthly Report

Department News: The Annual Fire Safety Coloring Contest is hosted every fall by the Castle Rock Fire and Rescue Department. This fun and educational coloring contest is a safety message turned into creatively colored pictures by any of the 3rd – 6th graders in the Castle Rock area that wish to participate. The theme was “Learn the Sounds of Safety”. Area students had the entire month of October to enter the contest.

The purpose of the contest is to give local students an opportunity to collaborate with CRFD in fire safety. Winning entries are made into a decal that is placed on the side of a fire truck where it will reside the entire year.

The five winners for the 2021-2022 school year were from following elementary schools: Academy Charter School, Sage Canyon, Castle Rock, and Clear Sky. Crews went to each of these schools for presentations to recognize winners and to give each their class ice cream treats.



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
December 2021 ...100%

Of the 43 customer survey cards we received in December, all 43 were of the highest overall rating of 5. Some of the comments we received read; *"Awesome care. For my husband! Communicated with him the whole time treating him. Ambulance driver prepared me for arrival at the hospital. Thank you!!"* Another read; *"I appreciate the work done by the first responders so very much! They took amazing care of my daughter until I was able to get to the school. Thank you!! ☺"* Another read; *"Presented unusual problem – solved by the transport to hospital ER. Hauled me down 4 stair flights. No discomfort. Great conversation. Can't say enough positive about them."*

Call Statistics

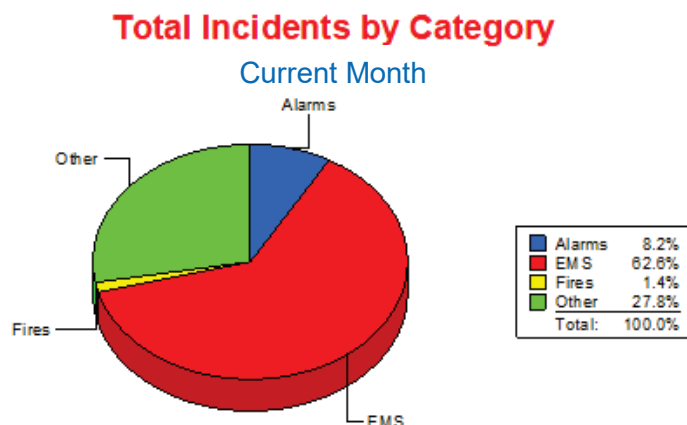
For the month of December, we responded to 609 calls for service. Last year at this time, we responded to 443 calls. This places our year to date calls at 6,150, which is 758 more calls or 12.4% higher than last year. Average calls per day for the month were 16.8.

Of the 609 calls for service in December, 387 of the calls were for EMS. We had 332 patient contacts and transported 258 patients. This time last year, we had 205 transports.

Fire Calls

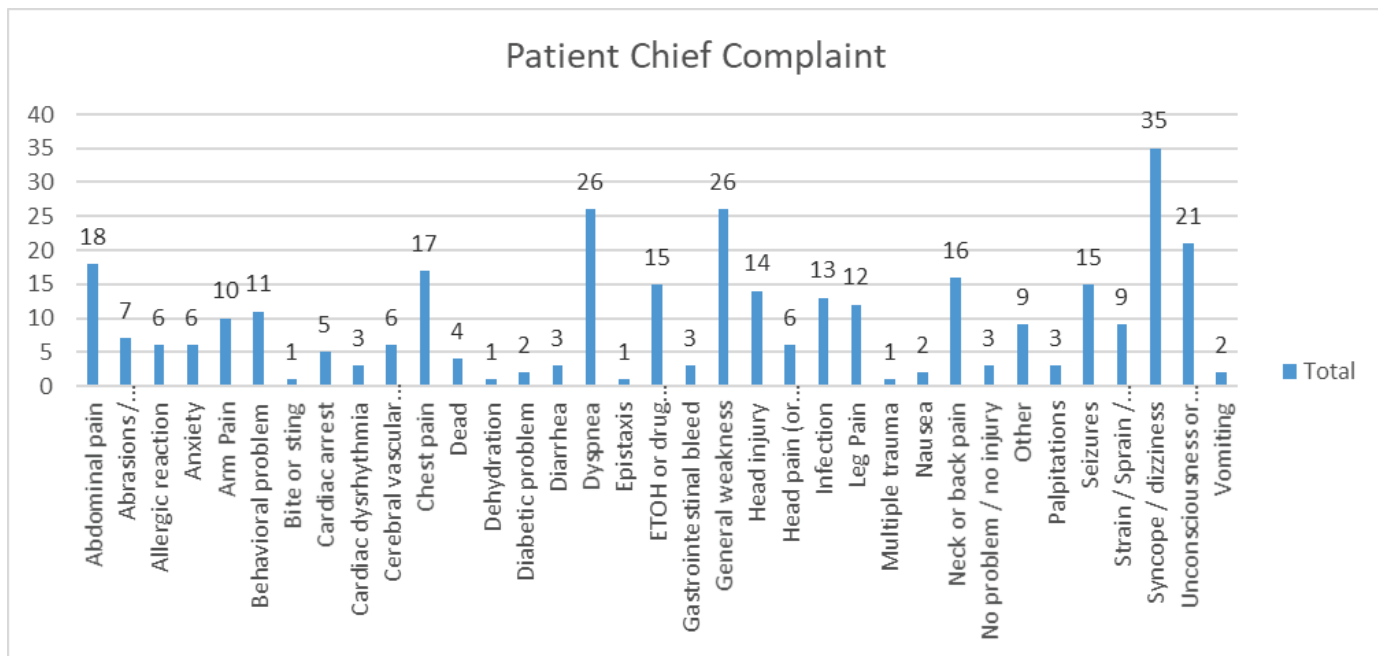
During the month of December, we ran 14 fire calls compared to 5 in December 2020. We had 54 alarm calls, which is 4 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in December were for syncope/dizziness with 35 patients. The second most common complaints were for Dyspnea (shortness of breath) and general weakness with 26 each.



Measurable Outcomes

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

November 2021...100% December 2021...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts	0	Transported to appropriate facility	N/A
Trauma Alerts	1	Transported to appropriate facility	100%
Stroke Alerts	4	Transported to appropriate facility	100%
Sepsis Alerts	8	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

A Shift: 12/14, Division Chief 151, Battalion 151, Engine 152, Engine 153, Engine 154, Quint 155, Medic 153, Medic 154, Bureau 152 responded to a Commercial Structure Fire on Canyon Drive. The second floor wood deck was on fire. The incident was under control. Other units held in staging. There were no firefighter or civilian injuries.

- On 12/14, Battalion 151, Brush 164 and Brush 155 responded, as mutual aid, with South Metro Fire to an interface brush fire on Chatridge Road and Hwy 85. The brush units were assigned to the incident. Battalion 151 held in staging, then released.
- On 12/31, Battalion 151, Engine 154, Quint 155, and Medic 36 responded to a Commercial Carrier fire SB I-25 MM183. A Semi-tractor was on fire.

B shift: On 12/30, Battalion Chief 151, Chief 151, Quint 151, Medic 151, Medic 154, Squad 154 and Engine 152 responded to an ice rescue involving a deer stuck on the ice at Red Hawk Golf Course. The deer was removed safely from the ice/pond.

Deputy Chief Commentary:

There was a lot of activity involving our members in December. We had two promotions of lieutenants. Congratulations to Lt. Matt Melton and Lt. Nate Peery on their promotions. FFP Jake Auten was also assigned to the open engineer position, so we congratulate Jake as well! We also welcome our two newest recruits, FF EJ Voit and FFP Zac Pelster to the Operations Division after they successfully completed the academy. Welcome EJ and Zac!

Our call volume remained above last year's level at this time. We completed 2021 responding to 12.4% more calls than we did last year.

We saw a dramatic rise in COVID incidences and positivity rates within the state, county and town, especially in the last two weeks of the month. We remain current and are complying with orders and guidance at local, state, regional, and national levels with issues pertaining to the pandemic as they are updated and revised.

The ER or total divert in the southern metropolitan area continues to be extremely challenging. The medical directors for the metro area have formulated a new plan to make it less restrictive for our medics on deciding where they can transport to and patients will be able to receive the best care possible. There is still a very sizeable amount of time that there are no ICU or medical/surgical beds available at the facilities we are transporting to in the southern metro area.

As part of our outcome based studies with accreditation, we continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts from initial contact, through transport to the appropriate facility, hospitalization, and ultimately, discharge from a health care facility. We continue to work with our medical director to show these outcomes by utilizing The Modified Rankin Score, which scores a patient's ability to return to the lifestyle they had prior to their serious medical issue. 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.

In December, members were involved in physical fitness for a total of 227.5 hours.

Fire and Life Safety Educators:

Castle Rock Fire and Rescue Department	MEMBER NAME			DATE REVISED	
Operations Division	Jamie Duncan				
Month: December Year: 2021	Colleen Sanderlin			12/31/2021	
Public Education Contacts	Total Number of Contacts	Total Number of Child contacts	Total Number of Adult Contacts	Hours	Number of Events
Station Tour	7	3	4	1	2
BLS class	1	0	1	3	1
School Visit	54	50	4	0.5	1
Community Event	70	30	40	0.5	1
Santa Drive By Event	350	200	150	7	1
Coloring Contest Presentations 2021-2022	219	195	24	2	3
Total	701	478	223	14	9
Public Education Contacts - Line Only	Number of Contacts	Total Number of Child contacts	Total Number of Adult Contacts	Hours	Number of Events
	3	1	2	0.5	1
Public Education Contacts - Educator Only	Number of Contacts	Total Number of Child contacts	Total Number of Adult Contacts	Hours	Number of Events
	5	2	3	3.5	2
Public Education Contacts - Line and Educator	Number of Contacts	Total Number of Child contacts	Total Number of Adult Contacts	Hours	Number of Events
	693	475	218	10	6
Total	701	478	223	14	9
Car Seats	Rear Facing	Forward Facing	Booster	Total Car Seats	
	12	4			
Total	12	4	0	16	
Wildland-Urban Interface Assessment Address	Neighborhood	Contacts	Hours		

Getting ready for the drive by



Thank you to Lowes and Chick Fil A for their generous donations for the Santa drive by project



Administration Division:

Fire Chief Norris Croom

Key Admin Issues

Our 2022 budget was approved by Council on December 7th, which in turn approved four positions (3 FF/Paramedics and one Safety and Training Officer) in addition to our non-personnel requests for next year. We began working on filling these positions in December so that we are ready to go starting January 1st in anticipation of a February fire academy for those who will need to attend.

December also saw the graduation of FF/PM Zac Pelster and FF/EMT EJ Voit from the West Metro Fire Academy. A huge thank you goes out to Captain Hood for his temporary assignment to the academy as well as all of the adjunct instructors who also assisted during this time to ensure that Zac, EJ, and all of the other recruits received the best training available. Welcome Zac and EJ!

We responded to another motor vehicle crash behind Bubbles in which a vehicle went down the embankment and ended up in the back lot of the store. After this response, I contacted our Public Works Department to see if they could address this safety concern with CDOT since Meadows/Founders/Hwy 85 is owned by CDOT. CDOT responded that they have a project scheduled for this area in 2022, and that they have included a guard rail to be installed on the south side of the road to try and prevent any other vehicles from going over the embankment. This is welcome news, and, hopefully, it will help resolve this problem.

The Town has begun meeting with the developers of Dawson Trails (Dawson Ridge), and we have conveyed our concerns about access as well as future development and needs. We have requested land for a future fire station as well as apparatus for said station to be purchased by the developer in an attempt to help offset the town's cost. We are also working with the developer on access issues as a single, at-grade crossing is not conducive to emergency response. The developer understands our concerns, and is looking at potential options.

Fire Chief Commentary:

Our annual poster contest winners were announced in December, and five winners at four schools – Academy Charter x2, Castle Rock Elementary, Clear Sky Elementary, and Sage Canyon Elementary – were represented this year. In addition to each poster being made into a placard that is placed on one of our apparatus, each winner was recognized at their school, was able to place the placard on the apparatus, received a framed copy of their poster, and their entire class was treated to an ice cream party. FLSE's Sanderlin and Duncan did a great job again this year with this public education program!

We hosted a fireworks show sponsored by the Board of County Commissioners on December 18th at the Santa Fe Quarry. While conditions were dry, we were not in any fire restrictions that would have canceled the show. As we do at all fireworks shows, we had resources in place to address any immediate concerns, and we did have several small spot fires that required some additional units to

respond. These spot fires are not uncommon with a fireworks show, we have experienced these in the past, and we were able to contain and extinguish them in a timely manner with no property lost.

A new emergency vehicle access (EVA) was built by Douglas County that leads from the south end of Happy Canyon to Home Street. This EVA can also serve as an evacuation route from Happy Canyon or Silver Heights in the event of an emergency. We have been working with South Metro Fire and Douglas County on this for over 10 years, and we were finally able to bring this to fruition with the Town acquiring the open space north of Silver Heights where the old emergency medical center is located.

Our community wildfire protection plan went through one final review with Town staff in December with just some minor modifications that need to be completed before sending to Council for consideration and possible adoption. Currently, the plan is to send to Council in late January or early February, and once adopted, we will begin work on implementation starting next year.

- As part of the startup to the CWPP, we met with the Escavera HOA to discuss opportunities to conduct some mitigation in this neighborhood. The HOA is very engaged, they have completed some mitigation on their HOA property, and are now looking to work with the Town to do the same on town property. After meeting with the HOA and reviewing their priority areas, we secured a mitigation contractor, and mastication was completed in the affected areas. There is some additional hand work that is needed to complete this mitigation to tie it into Town property. We expect this to be completed in January.

Finally, I attended the Taking Care of Our Own class offered by the National Fallen Firefighters Foundation (NFFF). Taught by instructors who have direct experience in either personal or department loss, this was a very moving, yet informational class on how to best respond to a loss within our department. I would strongly encourage any fire officer to take this class if offered.

Life Safety Division:

Division Chief Brian Dimock

Fire Marshal Commentary

I want to first say I hope that everyone had a Happy Holiday this festive season. The one thing that we have to realize that outside of this Town, there are things that are happening that are devastating. However, our town is not shielded in any way, shape or form, but we manage to keep the Holidays shining brightly and the festivities centered around family and good times.

Even with the festivities that took place, the Life Safety Division was busy ensuring that businesses and construction sites were safe and operating with integrity.

Key Life Safety Issues –

The Life Safety Division works under the premise that we enforce the fire code through education. This provides the ability to allow most business owners and constructions sites to make the corrections that they need to with the understanding the “why” they need to do this. Most of the time this approach sees very good results. Once in a while, they just don’t want to understand the “why” and that is when we have to change our tactics slightly.

We had a few complaints that resulted in 2 staff hours to resolve. Two of the complaints were neighbor complaints, one was regarding construction materials in the street and sidewalk, and one was concerning a fire pit. One was resolving a matter that started back in June.

It is important to note that the major goal and objective of the Life Safety Division is to complete all of the tasks requested; (not all inclusive) public education, plan reviews of development planning, concept plans, buildings, and fire protection systems; and to inspect new construction and sites, existing occupancies for code compliance; and to ensure the safety of the occupants, workers and responders who may need to respond to an emergency at the site. In addition, the Division is involved in response and investigation assists to the Operations Division when requested, and provide a multitude of other services to the Town and its community members.

During the month of December, the Life Safety Division completed 591 calls for service that are described below. It is important to note that this is not a complete listing of all the items completed by the Division.

Fire Prevention Bureau – Code Enforcement / Inspection Activity:

Development and Construction activity continues to move forward at a very rapid rate. The following items were noted for December:

- 158 plan reviews were completed consuming 153 hours of time from the three reviewers.

Inspections activity, including construction and existing occupancy, continued strong during the month of December:

- 324 inspections were completed utilizing 194 hours. These were completed by the five members of the team. This included instruction for our newest member on some of the more unusual items that they may see.

Special Events activity is always busy during the holiday season. We are seeing more events throughout the town and the amount of mobile food trucks has increased tremendously this year.

- There were 15 inspections and reviews of the special events using just under 18 hours of staff time, normally during the weekends and after-hours.

Overall: Maintaining fire and life safety during construction or at existing businesses is a priority within the Castle Rock Fire service area for the Life Safety Division. While this is not the only area that we monitor, this is one of the largest items that we come into contact with. During the month of December:

- A total of 168 occupancies were touched through inspections.
- The Life Safety Division logged just under 1,154 hours of total time during the normal duties of the day.

Unmanned Aerial Vehicles (UAV) –

One of the tools that is used within the Life Safety Division is the UAV's. We are constantly finding new uses within the emergency response fields. Although these look like any other UAV, these are the workhorse of this Division. They are very useful for construction site documentation, search and rescue operations, pre-fire inspections, fire operations, and wildland fire fighting. The UAV pilots logged a total of 96,430 feet of flight with a total flight time of 187 minutes. This was completed during the 25 flights that took place.

Responses/Investigations –

December increased our response assists and investigation entries. Although the number of entries were relatively the same, the amount of time spent on these items increased due to numerous other factors, i.e. severity of item, or the length of time needed to conduct the investigation.

- 45 response assists were logged to aid the Operations Division with items that they had, taking a total of 38.25 hours to complete.
- 14 investigation entries and 54 law enforcement entries pertaining to investigations and one of the members had court or other LE related activities, logging a total of 23.5 hours of time.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

With so much happening in December, we thought it might be a bit more efficient to give some updates on a few of the projects we are involved in:

West Metro Fire Rescue (WMFR) Academy: Congratulations to FFs Voit and Pelster on graduating from their academy! They wrapped up their 18 weeks with scenario-based days, car seat tech school, and final testing. We'd like to thank the crews that came up and participated in the field days – you taught our newest members a lot! EJ and Zac are already deep into their Transition Academy (led and facilitated by Captain Hood and FF Reed) and should make it online by January 12th.

New Hire Process: We are working on filling vacancies in preparation for the upcoming WMFR academy that starts on February 1st. Between the known departures and the new spots, we are planning to put four members into the academy and one additional new member will do a Lateral Academy later in the spring. All of those candidates are currently going through the final stages of the hiring process, and we should have everyone finished by January 14th.

LT Promotional Process/ALT Task Books: Early in December, four members completed the Lieutenant promotional process and all are eligible for future openings. We'd like to congratulate all four of them for doing so well in the process!

CMCB: Jeff and I presented to the CMCB Board on December 16 for our potential inclusion into the certifying agency. We received very positive feedback about CRFD joining CMCB, and the board will officially vote on the inclusion during their January meeting. Following that vote, the fire chiefs of each agency need to approve it before things become official. Projecting that the votes go our way, we intend to have us all moved over before July 1, 2022.

STO Position: As you know, we are very excited to have Lt. Adam Gallegos join us in the new Safety and Training Officer position! Adam will start work with us on January 3rd, and we'll spend time figuring out the new look, roles, and opportunities with the division. Due to limited space, Adam and Jeff will share an office in the South Building. And while a vehicle has been already ordered for the position, Adam will be using the pickup until it arrives. Adam's skill set and experience will be extremely valuable as the division continues to evolve to better serve the line, and we can't wait to see what's next.

Additionally, we'd like to thank all of the internal and external members that participated in the design and evaluation parts of the process. The recent Acting Lieutenants group have all been issued their task books and have begun their journeys in the front seats.

Global Tech Review: This team has had several meetings over the past two months to begin conversations with potential vendors to address scheduling and incident reporting software needs. The discussions have been informative, and we feel confident that there will be some good solutions for us moving forward. Next up: deeper dives with select vendors and the inclusion of elements of the town's financial and IT teams. There is no particular timeline for implementation just yet.

December Training: Crews continued to take advantage of the Acme property access and have done a lot of training on the site. As of 1/1, the site will no longer be available for training...but there might be a chance that we can get out there a bit more. The MSA in-service training continued with each crew spending a lot of time getting more familiar with the packs. Finally, thank you to Lt. Moore for facilitating the December EMS training on neurotrauma.

Hosting Trainings: December brought us the opportunity to host two excellent trainings at the North Building. The first was a day-long NFFF Taking Care of Our Own class focused on best practices for departments that experience a LODD. The class was taught by NFFF instructors, a fire chief, and a surviving family member; and provided great insight on events that we hope we'll never have to face. The second training was between our hazmat team and the US Army's 8th CST, and went through sampling procedures for CBRNE events. This unique full-day training was organized and facilitated by BC Butts and included elements of the Department of Energy, the Idaho National Laboratories, and the Nuclear Regulatory Commission. Throughout both trainings, the department was able to identify what we currently do well in addition to areas that we can improve

FTC Update: We did have someone trespass on the property and make their way into the building via the c-side 2nd-floor balcony door (no known damage and nothing known to be missing). As you know, we've ensured that all of the Conex on site have been locked up and we'll be exploring how to secure those 2nd-floor doors.

In December, crews trained more than 1,792 hours on a wide range of topics to stay operationally prepared including EMS topics, driver/operator, engine and truck company operations, forcible entry, hose work, incident command, ground ladders, professional development, size-up, physical fitness, search and rescue, and much more.



Drill w/ 8th CST and DOE



Drill w/ 8th CST and DOE



Drill w/ 8th CST and DOE



Drill w/ 8th CST and DOE

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

December, as always, is a month full of activity in the Logistics Division. This month, we continued to work on many on-going projects as well as many new end of year projects that we attempted to complete as budget allowed. This included things such as new structural firefighting gloves, new Class B firefighting foam, window blackout shades in bunk rooms, new mattresses and more! We were also able to do a few small things that were requested at Station 153 earlier in the year to bring their apparatus bay in line with other stations. Of course, these were all done as budget would allow. Logistics has also been working diligently on the rollout of the new MSA SCBA's. A lot has gone into this, since we made the decision to transition to MSA and took delivery of our new air packs. All of the fire houses have had training packs supplied to them and have been working through the in-service trainings as crews. As we have worked through this, we have run into a couple of lessons learned and have made adjustments to compensate or mitigate the issues found. Overall, as reported by the Training Division, we are on track for the January 14, 2022 in-service of this equipment. Additionally, Covid-19 PPE and supply have transitioned to FF/PM Winters. Any requests for those supplies that Logistics had been handling will now go through him.



We attempted to take care of as many station projects as we could in cooperation with Town Facilities Department. Some we were able to complete, such as the kitchen ceiling repair at 151, but unfortunately others we were not able to accomplish due to out of budget or no contractors. We will continue to work with facilities into 2022 to attempt to get these identified projects done.

LEST Keegan continued his work in support of department operations. This month, LEST Keegan has been working on getting those that missed fit testing during their shift completed for the new year, and assigning the new gloves and MSA regulators to members. He has also been working on scheduling the annual testing required by NFPA for equipment next year, and has worked with the newly promoted members to get them their temporary badges and uniform brass per their rank. Mr. Keegan continues to be available to help in moving apparatus around or chasing parts for Ben when needed. LEST Keegan continues to care for the day to day supplies and logistics needs of the department.

Sr. EVT Jennings continues to take care of the needed repairs and maintenance of all of our heavy apparatus, and some of our light apparatus. During the month of December, Ben has made efforts to tie up some loose projects that he has had on the board. He also spent time at Station 152 working on Quint 155 in the reserve bay there. This allowed him to continue work on the aerial when the weather turned less favorable. Sr. EVT Jennings also continues to work with Lt. Richardson and Boise Mobile Equipment on the two Type VI brush trucks in process there.

Division Project Report

Facilities projects

Cell and MDC replacement

First Net Cellular project

Sierra Wireless gateway pilot

New staff vehicle orders for 2022

Station 154 & 155 door raise project

SCBA replacement project

COVID-19 logistics and supply

CPSE Self-Assessment Manual

New BC spec for 2021

New Type VI spec. for 2021

New air/light trailer spec for next year

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for December are 2,893. Year to date is 29,465 and the total since we began the program is 126,663. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system



Aerial Work at Station 152



New Battalion 151

14

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

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

In early December, I had the privilege to visit Stoney Point Volunteer Fire Department (SPFD) in North Carolina on a Commission on Fire Accreditation International (CFAI) peer team visit. The team was impressed by this relatively small, dedicated, and motivated agency. After three and a half days, the team recommended SPFD for continued accredited status. This will be SPFD's third accreditation, pending approval from the commission.

In December, I completed CRFD's Community Risk Assessment (CRA) update. The document is currently under review and final edits are being made. With the close of another year, we must update the Standards of Cover. This update will transition to a new format that follows the Quality Improvement for the Fire and Emergency Services model. Once complete, the updated SOC will be presented to Town Council for consideration and adoption.

Late in the month, we were contacted by the Center for Public Safety Excellence (CPSE) requesting possible timeframes for final document completion and potential site visits. Based on that conversation, we will have all documents (CRA, SOC, Strategic Plan, Self-Assessment Model, and all references materials) uploaded for the peer team review no later than Friday, February 25th. The dates of the site visit will be determined once a peer team is assigned.

December 2021 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	630		999		406		1414	
Urban	420	67%	614	61%	275	68%	858	61%
Rural	144	23%	225	23%	92	23%	311	22%
Interstate	14	2%	43	4%	12	3%	49	3%
Blank	52	8%	117	12%	27	7%	196	14%
Mutual Aid Calls	61	10%	224	22%	48	12%	193	14%
Aid Received	26	4%	105	11%	23	6%	88	6%
Aid Given	35	6%	119	12%	25	6%	105	7%



Town of Castle Rock

Agenda Memorandum

Agenda Date: 2/3/2022

Item #: **File #:** PS 2022-005

Castle Rock

POLICE DEPARTMENT



DECEMBER 2021

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 mission 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.**

"My wife and I were on our way home from Castle Café to Castle Pines Village in an SUV we were test driving. The headlights were acting odd, which I assumed was something wrong with a timer. We were approaching the Factory Stores when **Officer Bredehoeft** 'lit us up.' As she approached she told me I had no tail lights. She showed me the light switch was in the wrong position... of course everything worked. After checking my license, she wished us a good evening and sent us on our way! My wife and I were most pleasantly surprised with Officer Bredehoeft's respectful manner and professionalism, and from the way she handled our incident, we think you're probably already aware of what an outstanding asset she is to your Department. Please 'Thank' her again for being such a fine example for The Castle Rock Police Department !!! Happy New year to all those who Serve and Protect!"

Fred & Yolanda (12/31/21)

"Dispatch received a compliment for **Officer Burch** and **Officer Brungardt**. A mother called in to thank them for all of their efforts and quick timing because without their hard work she would've lost her daughter."

Dispatcher Brunetti (12/30/21)

"**Officer Burns** assisted with a situation ... in which Officer Burns immediately put [the parent] at ease and the way he interacted with my daughter was amazing. When he debriefed with us, he was completely thorough and professional. This has been a very difficult situation and Officer Burns was tremendously helpful, exhibiting a high level of courtesy to us all."

C.H. (12/27/21)

"Today at [a local tire business], I maintained the tires for [**Community Safety Volunteer**] **Hernandez**. He gave me this 'Officer PENdleton' [pen]. He suggested taking a picture of my kids holding #OfficerPENdleton and tag the police department in the post. He and I had a wonderful chat today. He is a great person and a great officer. I really had fun interacting and assisting [CSV] Hernandez today."

Chrisi C. (12/7/21)

During the holidays, Mike Riedmuller donated four lock boxes to the Castle Rock Police Department's RUOK? program to benefit senior citizens in Castle Rock, while the Skurich Memorial Fund adopted a handful of families for our Heroes and Helpers program. We know Castle Rock is a very special Town. Thank you so much.



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.castlerock.gov/CRgov.com/PDplan)

Thank you to our generous Castle Rock citizens and business owners!



Castle Rock Autoplex delivered Chick-Fil-A lunches for all



Rocky Mountain LE Federal Credit Union shared goodies



Robin Underhill cooked a delicious Christmas Day meal for our on-shift officers and dispatchers



Priority 1: Crime

Goal 1: Maintain or reduce the crime rate and provide a sense of safety and security

Response Times					
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Wait to Enroute	Average Drive Time	Average Time Ofcs on Scene
December	67	1.62	0.28	6.05	53.93
November	72	1.34	0.32	5.63	68.18
October	92	1.47	0.37	5.83	66.90
2021 YTD	951	1.50	0.30	5.48	66.17
2020 MON. AVG	77	1.41	0.32	5.87	59.20

Note: The above time references are fractions of minutes.

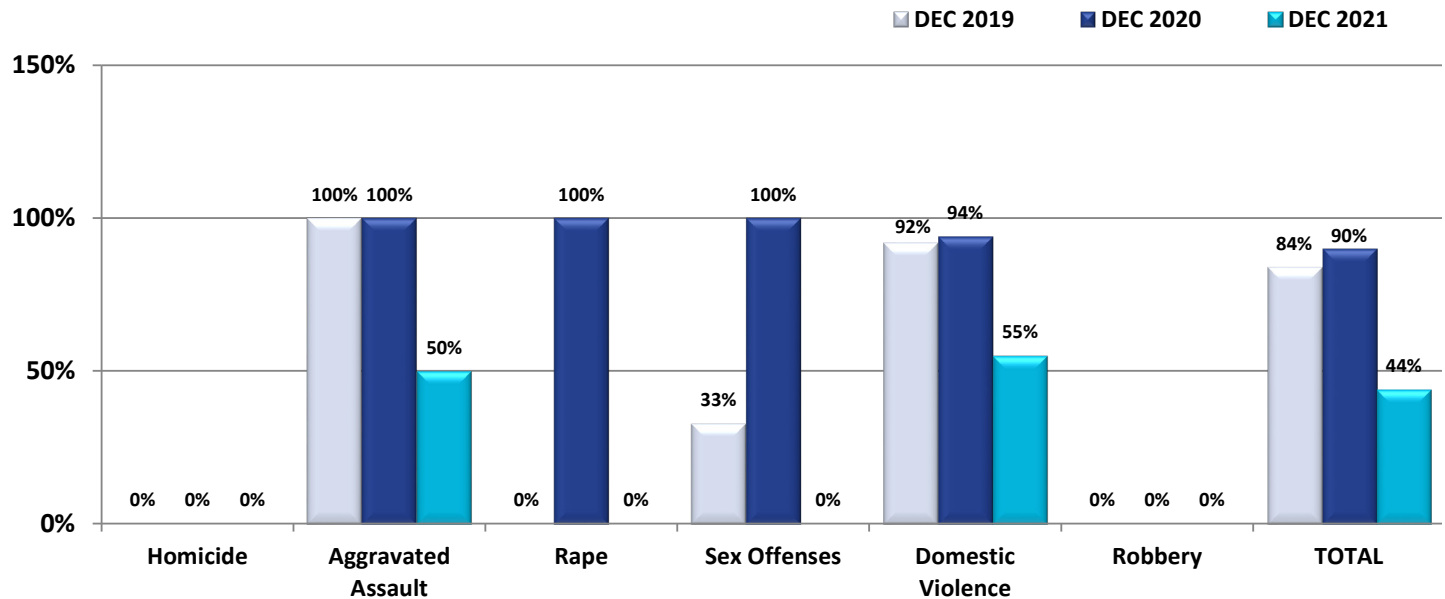
Persons Crime						
Crime Offense	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Homicide	0	0	0	0	0	0%
Rape	0	1	1	12	10	20%
Sex Offenses	2	1	2	21	20	5%
Domestic Violence	11	17	17	170	189	-10%
Aggravated Assault	2	1	2	24	26	-8%
Robbery	1	1	0	8	2	300%
Total Persons Crimes	16	21	22	235	247	-5%
Property Crime						
Crime Offense	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Burglary	7	4	7	100	79	27%
Fraud/Forgery	9	4	27	70	221	-68%
Motor Vehicle Theft	9	17	6	82	106	-23%
Theft from Motor Vehicle	23	19	21	270	294	-8%
Theft	58	87	53	759	745	2%
Vandalism	26	38	29	426	381	12%
Total Property Crimes	132	169	143	1,707	1,826	-7%
TOTAL ALL CRIMES (Person/Property)	153	190	165	1,942	2,073	-6%

Priority 1: Crime (continued)

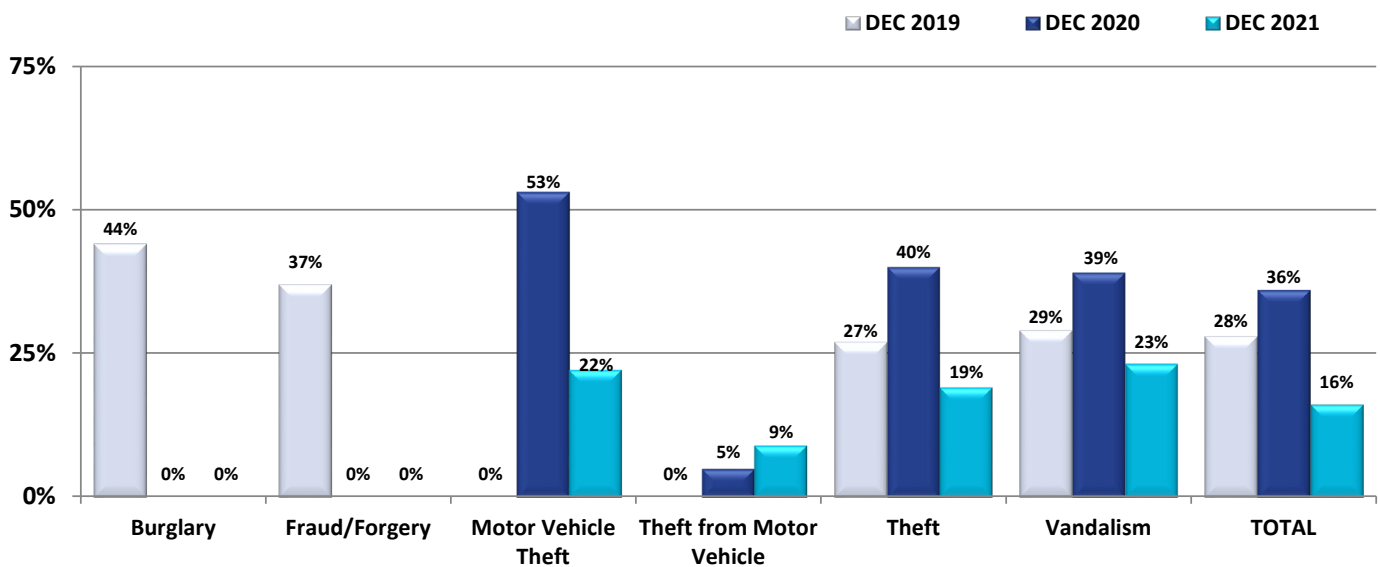


Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

Persons Crime Clearance Rates (2019-2021 Comparison)



Property Crime Clearance Rates (2019-2021 Comparison)



Please note the offenses shown above with no data reflect zero incidents for that specific offense. The offenses displaying 0% reflect incidents had occurred during the month; 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

Victims Assistance Unit (VAU)						
Activity	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Cases assigned - Staff Advocates	18	32	23	252	269	-6%
Cases assigned - Volunteer Advocates	10	4	10	144	118	22%
Total cases assigned	28	36	33	396	387	2%
Total victims served	56	60	62	767	650	18%
Volunteer office hours	0	0	6	25	6	317%
Total call out hours	14	21	17	189	133	42%

CRPD Victims Assistance Unit

2021 was a very productive year for the Victims Assistance Unit, providing over 5,400 hours of service to the Town of Castle Rock. These hours include ongoing training, community events, and 12-hour on call shifts. We welcomed three new volunteers in the fall and said farewell to VA volunteer Gorrell after six years of service. As the coordinator, I have great respect and appreciation for this team. Ever ready, VA volunteers average 50-hours a month in volunteer time. They have developed a camaraderie in not only taking care of the citizens of Castle Rock when called upon, but they truly take care of each other in terms of support after a tough call, covering shifts, and sharing a good story.



Priority 2: Traffic Safety



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

Traffic Crashes						
Crash Type	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Fatality	0	0	0	0	0	0%
Injury	6	3	2	30	25	20%
Non-Injury	72	64	67	819	661	24%
Traffic Crash Total	78	67	69	849	686	24%
Traffic Enforcement						
Traffic Type	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Driving Under the Influence (DUI)	8	4	9	103	99	4%
Traffic Citations (Municipal and State)						
Call Type	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Traffic Tickets Issued	62	97	129	1,469	1,381	6%
Written Warnings	47	115	223	1,948	2,186	-11%
Total Traffic Stops*	279	417	521	5,229	5,895	-11%

Notes: Traffic statistics reflect periodic adjustments due to the DSS live-reporting module.

*Traffic stops include both CRPD municipal and state stops.



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
2021	4	80	0.050	-50.0%
2020	8	80	0.100	-12.2%
2019	9	79	0.114	113.6%
2018	4	75	0.053	29.8%
2017	3	73	0.041	-41.6%
2016	5	71	0.070	-5.6%

Training Hours						
Total Hours	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Internal/External	388.5	239	537.1	9,030.3	7,222	25.0%
Types of Trainings						Hours per Type
Internal/In-service (Courtroom testimony, JUV case investigations, arrest control, driving, firearms, stop stick deployment, and red dot pistol sight instructor course)						370.0
External Training (SWAT mission planning course, LE response to large scale demonstrations, CCIC re-certification)						18.5

Accomplishments / Recognition						
Type	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Compliments	9	11	8.8	113	202	-44.1%
Recognition / Awards	2	0	5.5	67	67	0%

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	2021 DEC 80 OFC /55	2020 DEC 80 OFC /55	3-YR MO. AVG	2021 YTD 80 OFC /55	2020 YTD 80 OFC / 55	% Change 2020-2021
CFS TOTAL, includes self-initiated (SI)	4,225.0	4,399 .0	5,623.0	58,093.0	63,743.0	-8.9%
CFS, excludes self-initiated (SI)	2,079 .0	1,857 .0	2,056.0	23,423.0	21,963.0	6.6%
Year-to-Date (Per 1,000 citizens)	27.4	24.5	26.7	308.8	289.5	6.6%
CFS per Officer, excludes self-initiated	26.0	23.2	24.3	292.8	274.5	6.5%
CFS per 1st Responder, excl. self-initiated	37.8	33.8	35.8	425.9	399.3	6.8%

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

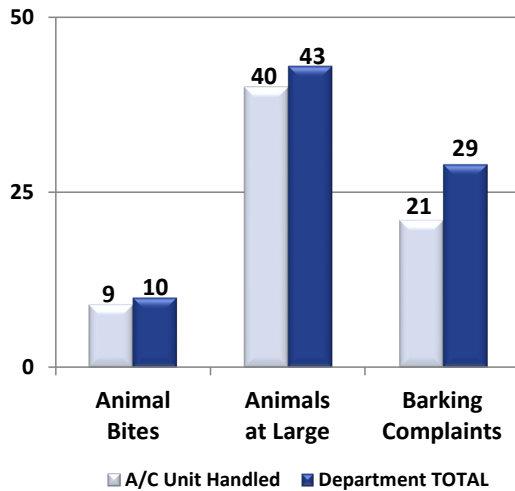
Communication Incoming Phone Calls						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
December	557	18	3.75	98.0%	100.0%	154.6
November	531	18	4.05	97.6%	99.8%	190.9
October	598	19	3.96	98.0%	99.8%	179.1
2021 YTD	6,552	18	3.35	98.7%	99.9%	179.8
2021 Monthly AVG	495	16.3		96.8%	99.5%	190.9
APCO and NENA Standard:*				90.0%	95.0%	N/A
Mon. Administration Calls	4,084	132				
Mon. Outbound Calls	1,038	33				
YTD-Administration Calls	54,793	150				
YTD-Outbound Calls	13,791	38				

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

Downtown Liaison Officer (DLO)						
Type	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Parking Enforcement/CFS	48	86	128.0	2073	2093	-1.0%
Parking Warnings	5	25	61.4	766	860	-10.9%
Parking Tickets	4	3	54.8	265	466	-43.1%
Counter Accident Reports	0	0	1.5	3	19	-84.2%

Priority 4: Future Growth (continued)

Animal Control Response Comparison December 2021

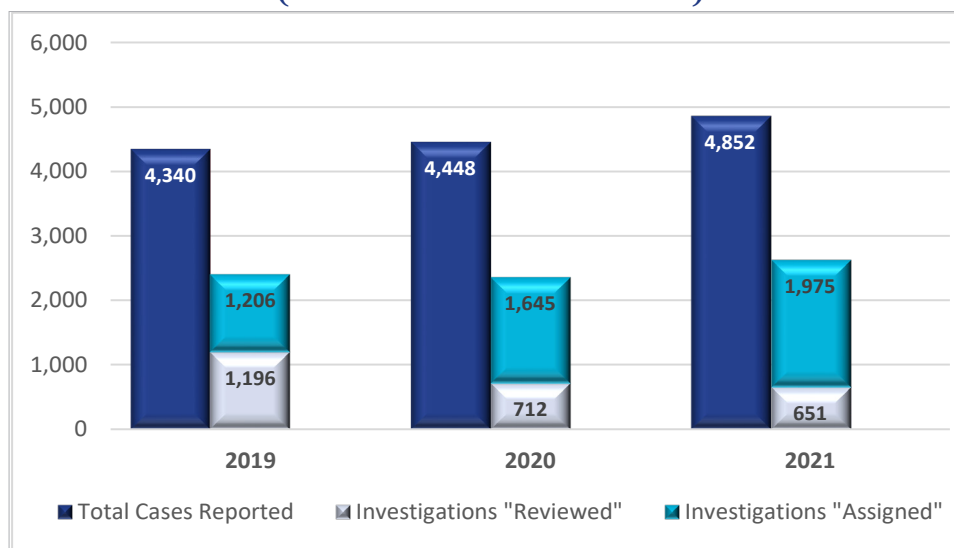


The ACU handled:

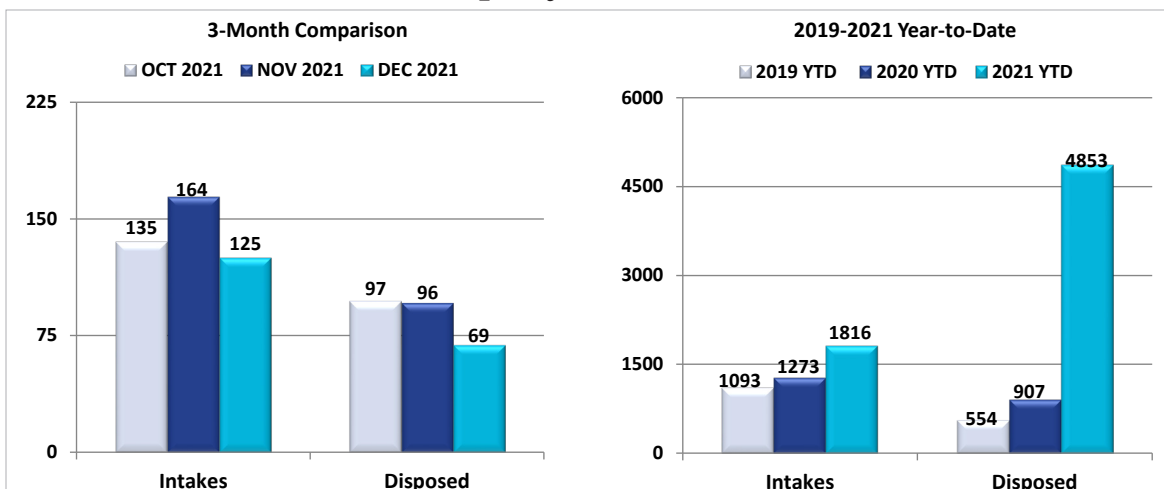
- 90 Percent of animal bites
- 93 Percent of animals at large
- 72 Percent of barking complaints

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

Investigations Case Reports (2019-2021 Year-to-Date)



Property & Evidence



Priority 4: Future Growth (continued)

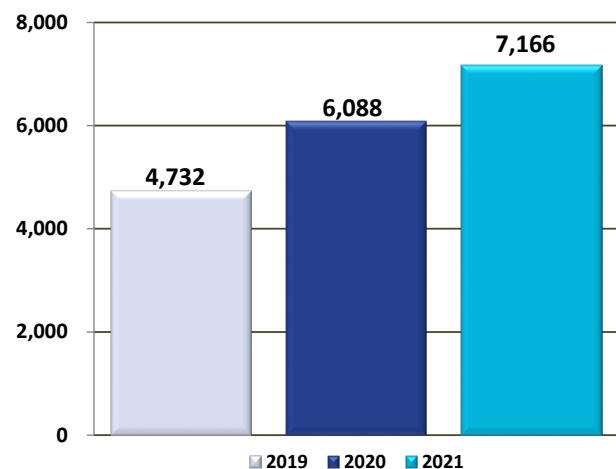
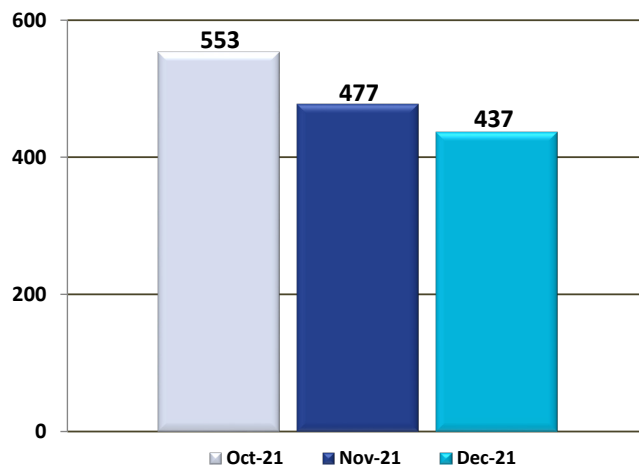


Records Unit

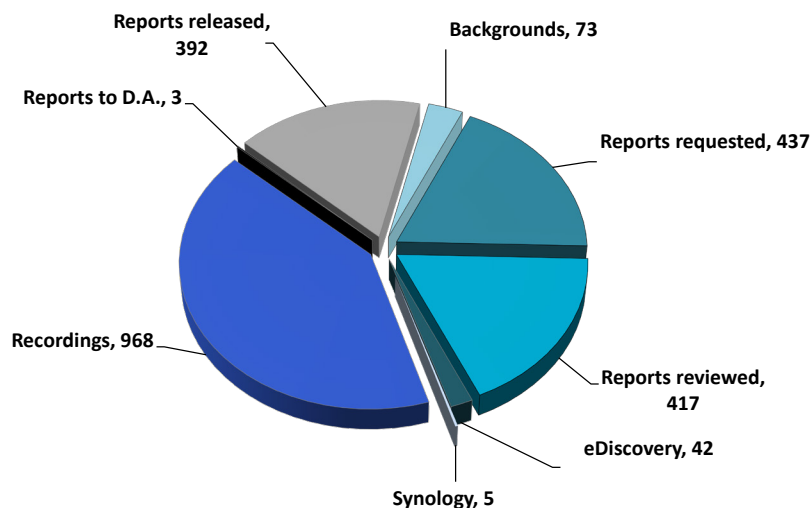
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
DEC 2021	73	437	417	42	5	968	3	392
DEC 2020	175	625	642	63	4	1,199	5	601
% Change 2020-2021	-58.3%	-30.1%	-35.0%	-33.3%	25.0%	-19.3%	-40.0%	-34.8%
3-YR MO. AVG.	95	409	422	62	5	436	12	381

* Felony drug cases

Reports Requested Three-Month Comparison Year-to-Date (2019-2021)



Records Unit Workload December 2021



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Crime Free Multi-Housing	0	0	1.8	25	23	8.7%
Crime Free Self-Storage	0	0	0.4	9	9	0.0%
Rock Watch	4	5	30.4	830	771	7.7%
CPTED (Crime Prevention)	1	0	0.6	22	14	57.1%
R-U-OK	1	N/A	N/A	17	6	183.3%
Total Activity	6	5	8.3	903	823	9.7%

Notes: Rock Watch 2020-2021 YTD statistics were revised for accuracy. R-U-OK totals periodically fluctuate as members enter or leave the program.

Volunteer Hours						
Unit Hours	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Explorer Unit	114.0	116.5	195.8	2,313.3	1,049.5	120.4%
Victim Advocates	484	540	439.2	5,473.0	5,396.0	1.4%
VIPS-Community Safety Vol.	41.0	0.0	206.5	1,272.0	1018.0	25.0%
VIPS-Admin & Investigative	11.0	0.0	40.4	276.3	399.9	-30.9%
Total	650.0	656.5	888.4	9,334.6	7,863.4	18.7%

Goal 2: Optimize communication and marketing programs

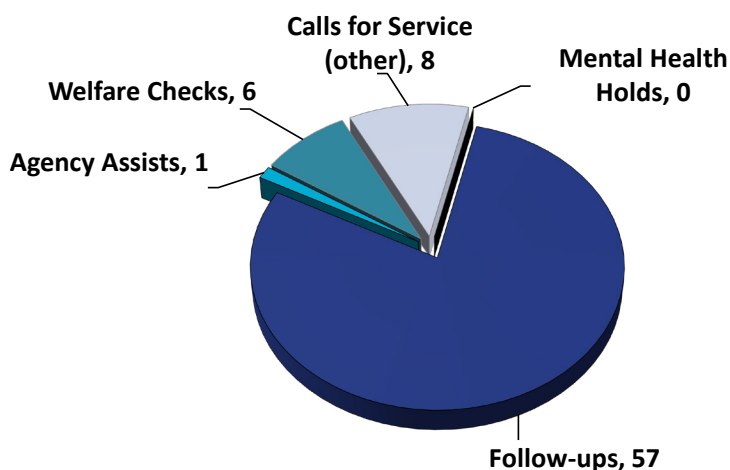
Public Information Officer (PIO)				
DEC 2021	Facebook	Twitter	Nextdoor	Instagram
Followers	16,862	3,492	34,002	3,210
Number of posts	27	37	2	18
Total Engagement	19,438	278	3,249	2,915
	Police		Town	
Call outs/Incident Response	0		1	
	TOTAL			
Media Inquiries	17			

Priority 6: Technology, Equipment & Practices

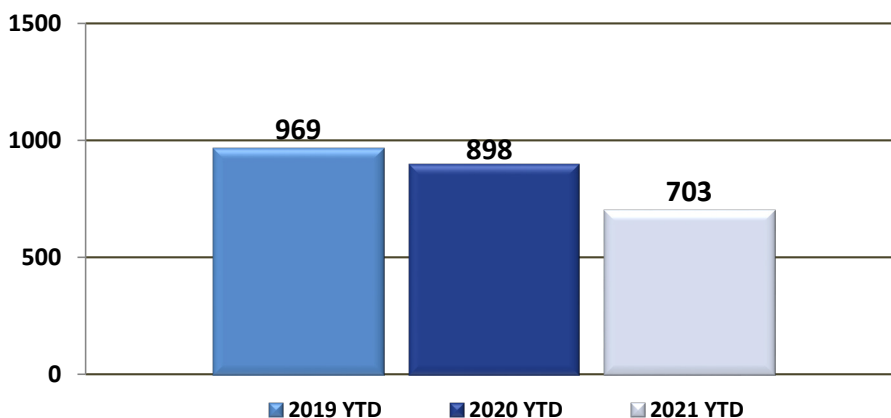


Goal 1: Maintain and utilize the most effective technology, equipment and best practices

Community Response Team (CRT) Dashboard DEC 2021



CRT Total Calls for Service (Year-To-Date)



Domestic Violence Lethality Assessment Program (LAP)						
Call Type	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Total LAP reports completed	6	7	11	114	111	3%
High-risk reports	3	5	6	48	63	-24%

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 Reports	2021 DEC	2020 DEC	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Online reports received	33	122	25.7	798	434	83.9%

Department Highlights

K9 Unit Shogun & Maverick

Patrol Deployments: 2

Officer Fellows and Shogun deployed twice this month for two *K9 protects.

Narcotics Deployments: 1

Officer Fellows and Shogun deployed once on a drug sniff resulting in found paraphernalia.

Training: 28 hours

Officer Fellows/Shogun trained 28 hours during the month.

*Stats unavailable for Officer Gondeck and Maverick



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 include high-risk traffic stops, higher risk attempt to contact, etc.



PIO Temby's Corner December's Top Post

December 3, 9:18 a.m.

From Officer Lane: "I am just flabbergasted, and my heart may very well explode with gratitude... I am just speechless!"

Yesterday morning, we asked the Castle Rock community for help, and boy did you deliver. In less than 24 hours, we have donations for MORE THAN 50 lock boxes for our RUOK? senior program! These will be used for residents like Jo (pictured with Officer Lane).



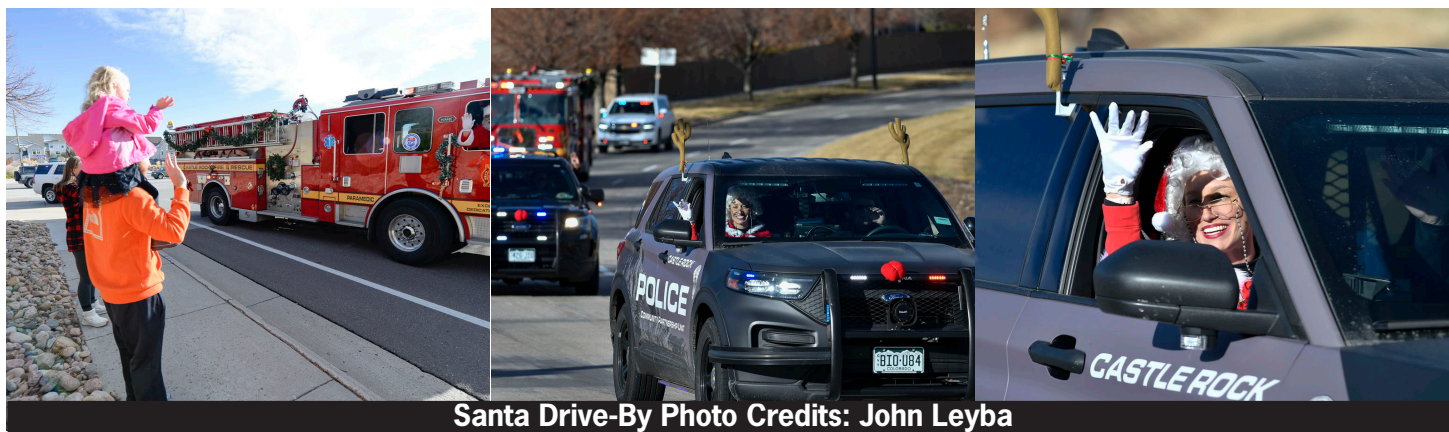
A huge thank you to our business donors, Jon Mount from FBC Mortgage, LLC and Mark Blickenstaff of Moore Lumber & Hardware-Castle Rock for your INCREDIBLE contributions.

And to the following individuals who answered our call... you are making such a positive difference in our community, and we are so appreciative.

Mike R. | Andrea W. | Robert F. | Cindy B. | Kimberly V. | Mr. and Mrs. Todd H.



Santa Drive-By



Santa Drive-By Photo Credits: John Leyba

Heroes and Helpers



December Awards



Officer Finley (left) and Officer Fuino (right) were both the recipients of a Life Saving award.

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.