



Public Safety Commission Agenda

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

Thursday, December 1, 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 2022-036](#) Public Safety Commission meeting minutes - November 3, 2022

Attachments: [PSC11-03-2022 Minutes](#)

Fire Department Report

[PS 2022-037](#) CRFD October Report

Attachments: [CRFD October Report](#)

Police Department Report

[PS 2022-038](#) CRPD October Report

Attachments: [CRPD October Report](#)

New Business

Old Business

Commissioner Comments and Questions

Adjourn



Town of Castle Rock

Agenda Memorandum

Agenda Date: 12/1/2022

Item #: **File #:** PS 2022-036



Public Safety Commission Meeting Minutes - Draft

Chairperson Nate Marsh
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Call to Order and Attendance

Chairperson Marsh called the meeting to order at 2:59 p.m.

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

Not Present 1 - Richard Morton

Attendance 3 - Jack Cauley, Norris Croom, and Becky Hernandez

Approval of Meeting Minutes

[PS 2022-033](#) Public Safety Commission Meeting Minutes - October 6, 2022

Attachments: [PSC 10-06-22 Minutes](#)

Mr. Thayer moved to approve the October 6, 2022 minutes. Mr. Hammelman seconded the motion; the motion carried.

Fire Department Report

[PS 2022-034](#) CRFD September Report

Attachments: [Fire Sep-2022](#)

- The commission members received the department's September report via email.
 - The department's call volume continues to show an increase of 15 percent above 2021 last year.
 - Hiring update
 - Fire Marshal position continues in progress.
 - Once filled, the Deputy Fire Marshal posting will open.
 - Request for a new engine was approved at the Oct. 18 Town Council.
 - The contract was signed and engine ordered (estimated arrival is 30 months).
 - Quint remains awaiting repairs.
 - 2023 positions
 - Four new positions were approved by Town Council.
 - Moving forward to advertising for a Jan 2 hire date.

- West Metro Academy to begin in February.
- 2022 Budget
 - Fire projects to be approximately \$100,000 (1.3 percent) under budget.
 - Question: Is there a reason for this? There have been some cost savings due to open positions as well as other saving techniques - Chief Croom.

Police Department Report

[PS 2022-035](#) CRPD September Report

Attachments: [Police Sep-2022](#)

- The commission members received the department's September report via email.
- 2022 Budget
 - Police expectation is to be near or under budget by approximately \$10,000.
 - One reason is found in the overtime budgets.
- Crime statistics
 - Total crimes continues to see a decrease. As of end of August, there has been a 42 percent decrease in total crimes.
 - Discussion on the rash of car break-ins over the summer.
 - Hiring updates
 - Police officer (lateral)
 - Written examinations completed - 37 candidates.
 - Dispatcher
 - Two new dispatchers will onboard by the end of the year.
 - Communication Unit will then be fully staffed.
 - Chief Cauley's one-on-one interviews are in progress. These meetings are departmentwide and performed annually.
 - Building remodel
 - Lower level remodel project is expected to begin within 30 days.
 - Special Events
 - Starlighting - November 19
 - 2022 IACP Conference
 - Chief's presentation on *Changing Culture in a Police Organization* was well received.

New Business

- Reminder: PSM Grant presentation to Council on Nov. 15.
 - Mr. Thayer to attend.

Old Business

N/A

Commissioner Comments and Questions

- Questions from Councilmembers:
 - Town Council requested staff look into muffler noise and parked cars in neighborhoods. Discussion on the following:
 - Traffic calming devices (e.g., speed humps)
 - Parking near the MAC
 - Possibility of a permit program
 - Unmoved / abandoned vehicles
 - There is a 72-hour ordinance regarding abandoned vehicles.
 - HOA regulation
 - Noise violations
 - Town's ordinance does not allow vehicle owners to modify their mufflers. The police department began with an educational program and developed business cards with QR code for more information.
 - Hiring method questions included:
 - Lateral hiring question for both departments.
 - A mix of hiring methods are used in both departments.
 - Occasionally, only lateral positions are hired, which may be dependent upon on the number of previous candidates attending an academy.
 - What are the age requirements for hiring?
 - Fire - 18 years old
 - Police - 21 years old
 - Uvalde tragedy and outcomes
 - Town's police and fire personnel training consists of an integrative process.

Adjourn

Chairperson Marsh asked for a motion to adjourn the meeting. Mr. Thayer motioned and Ms. Peterson seconded the motion.

The meeting adjourned at 3:51 p.m.

The next Public Safety Commission meeting is scheduled for December 1, 2022 at 3:00 p.m. at the Municipal Courtroom.



Town of Castle Rock

Agenda Memorandum

Agenda Date: 12/1/2022

Item #: **File #:** PS 2022-037

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

October 2022 Monthly Report

Department News: We had several Public Education opportunities. Below are examples: Engine 153 at a preschool showing the children tools we use, FF Spronk reading to children at the library and the crews at day care centers teaching children about fire safety.



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
October 2022 ...100%

Of the 55 customer survey cards we received in October, all were of the highest overall rating of 5. Some of the comments we received read; *"Words can't express how amazing everyone was. Very caring, prompt, excellent, reassuring. Thank you!!"* Another read; *"Mike & Jason were extremely comforting & helpful during a very stressful time. Friendly, knowledge, calming especially to my daughter, who remained calm thanks to Mike. Thank you!!"* Another read; *"I am so grateful for the calm, kind, and professional treatment I received. I felt very heard and cared for. I greatly appreciated how everything was explained to me; my mind was put at ease! I am especially grateful to the person with the computer/main ambulance attendant, and to the driver/IV inserter!"*

Call Statistics

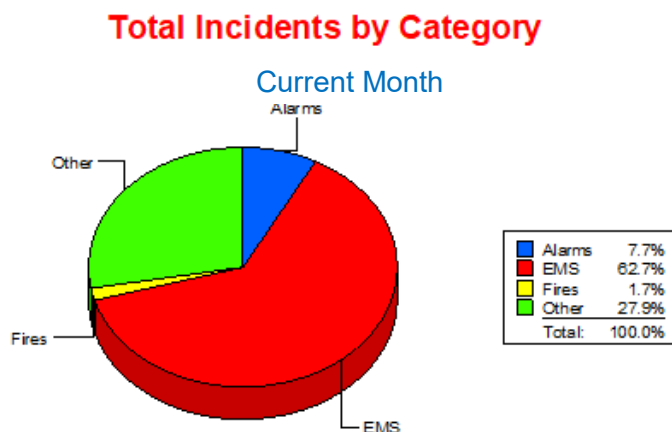
For the month of October, we responded to 580 calls for service. Last year at this time, we responded to 521 calls. This places our year to date calls at 5,870, which is 893 more calls or 15.3% higher than last year. Average calls per day for the month were 19.3.

Of the 580 calls for service in October, 359 of the calls were for EMS. We had 331 patient contacts and transported 265 patients. This time last year, we had 239 transports.

Fire Calls

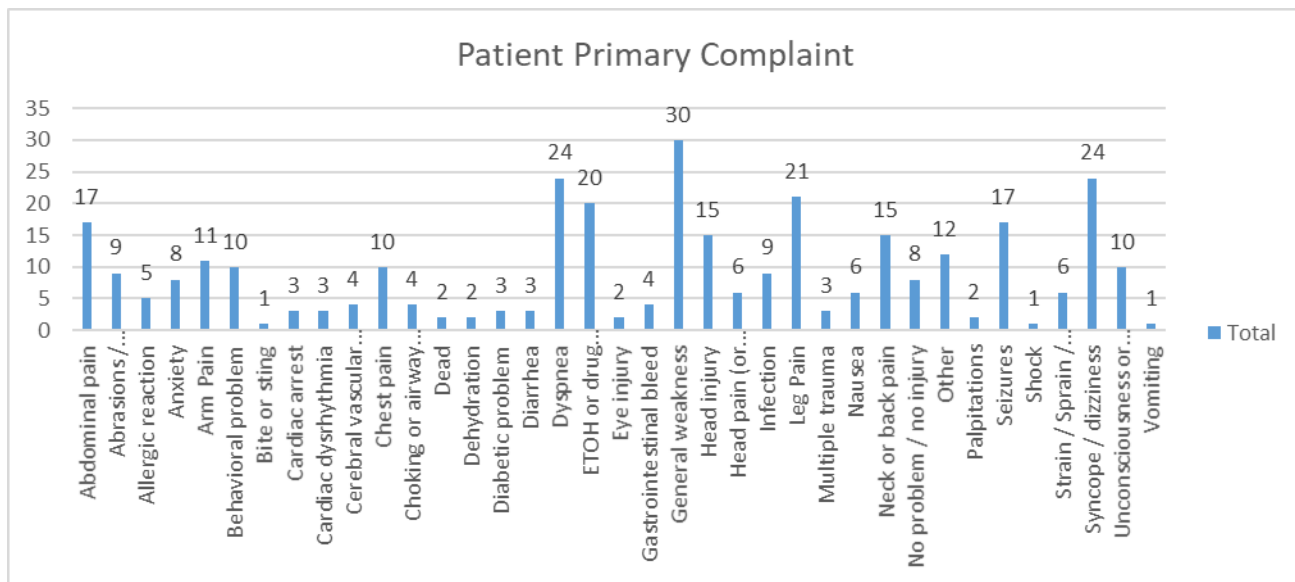
During the month of October, we ran 9 fire calls compared to 6 in October 2021. We had 48 alarm calls, which is 10 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in October were for general weakness with 30 patients. The second most common complaint was for dyspnea (difficulty breathing) and syncope/dizziness with 24 patients each.



Measurable Outcomes

CRFD Paramedic on scene of all EMS calls 100% of the time
September 2022...100% October 2022...100%

Monthly alerts called by crews and follow-up

Trauma Alerts	0	Transported to appropriate facility N/A
Stroke Alerts	1	Transported to appropriate facility 100%
STEMI Alerts	0	Transported to appropriate facility N/A
Sepsis Alerts	6	Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

Significant calls:

- **A Shift:** On October 22nd, Battalion Chief 151, Quint 151, and Medic 151 responded to 500 Fairgrounds Drive for a bomb stand-by. The suspect devices were removed from a vehicle by the Douglas County Sheriff's Office Bomb Squad.
- **B Shift:** On October 27th, Battalion Chief 151, Engine 152, Quint 151, Engine 161, Medic 154 and Medic 151 responded to Interstate 25 at mile marker 178, on a motor vehicle crash with extrication involving three vehicles, including a semi-truck. One patient was transported to an appropriate medical facility.

- **C Shift:** On October 12th, Quint 151, Medic 151, Engine 154, Chief 151, and Battalion 151 responded to Interstate 25 and mile marker 181.5 for a reported motor vehicle crash. Crews found two vehicles and two deceased parties. Three additional parties were involved and uninjured. Colorado State Patrol was the lead investigating agency.

Life Safety Educators:

In October, we focused the majority of our activities on Fire Prevention Week. This year it occurred from October 9th through the 15th. We had numerous events scheduled throughout the month. We made contact with 2,583 citizens through 16 scheduled public education events, and numerous other contacts through unscheduled events at the stations. We were also fortunate to work in conjunction with the Outlets at Castle Rock to spread this year's prevention message of "Fire won't wait. Plan your escape" on their LED sign throughout the month. We would like to thank The Outlets at Castle Rock for their collaboration on ensuring to get this important message publicized! The Fire and Life Safety Educators planned, coordinated, and worked with Chief Croom to select the winners of our 23rd annual coloring contest. We had 226 students submit a picture this year, which is a 22% increase in participation. The five winning pictures will be placed on each of our trucks for the next year. We had another training partnership with Freedom Service Dogs of America that was successful. There was a lot of planning, coordinating, and execution this month to complete our new recruitment video on time. Thanks to the educators and many members who assisted or "starred" in portions of the video. We believe we will have a quality product to utilize. There also was a CPR class, career fair, and several school visits the educators coordinated, and participated in. We continue to perform several car seats checks and installations every month. The educators also completed a Youth Firesetter education class.

We had several citizens attend our CWPP informational meeting. We are always happy to work with our citizens and community, to educate them on wildfire mitigation and how the department plans and responds to wildland incidents.

The Public Education Team continues to regularly meet to review and revise the lesson plans and presentations for preschool, and all school age children.

Public Education Statistics:

For the month of October, we made contact with 2,583 citizens through 16 different events, totaling 16 hours of education. Of the 2,583 citizens we made contact with, 2,139 were children (18 years of age or younger) and 444 were adults.

Car Seat Education Statistics and Measurable Outcomes:


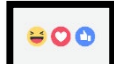


Crews and administrative staff assisted with the completion of 28 car seat checks during the month of October.

Social Media:

During the month of September (reporting is one month in arrears), the CRFD Facebook page reached 13,767 people. Posts were shared 48 times during the month and post engagements came in at 1,215.

PulsePoint Monthly Active Users (MAUs):

During September (reporting is one month in arrears), 841 users following CRFD on the PulsePoint app enabled CPR alerts and 4,170 MAUs. 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.

CRFD Facebook September 2022	
	3,017 Followers
	1,133 Likes and Reactions
	777 Page Views
	1,215 Post Engagements



Deputy Chief Commentary:

Our call volume continues to remain above last year. Through the month of October, we have responded to 15.3% more calls for service than last year at this time.

We continue to monitor wildland fire conditions in conjunction with our county partners. The moisture we received last month will help temporarily, and we'll continue to be optimistic for any other moisture we may receive. We actively participated in the Douglas County drill that occurred this month. Many functions involved in a wildland fire incident were simulated and exercised to ensure the overall readiness of all of the agencies in the county.

All of our paramedics that were recently hired have been cleared to function independently in our EMS system. Congratulations to all of them, and I'd also like to thank the paramedics who successfully precepted them.

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

We remain current and are compliant with any remaining orders and guidance regarding the pandemic at local, state, regional, and national levels as they are updated and revised. We have noticed an increase in patients and employees that have tested positive.

The ER divert status remains an issue we monitor. The frequency of divers continues to decrease. With the current increase in influenza and respiratory illnesses being reported, our regional hospitals have been able to keep up with the demand.

We continue to ensure our EMS data is reported to the state on time, as per new state statutes. With the upcoming implementation of our new reporting system, this information will automatically upload to the state.

All of our members that were required to complete their maximal treadmill test through CSU's Health and Fitness Clinic have done so. Those who have received this test during their employment, have been given the opportunity to register now. We have five of members that requested to complete the test once again. We are working to get them scheduled.

Annual physicals for all members are underway and should be completed by the first week in December.

In October, members were involved in physical fitness for a total of 280.5 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

On October 18, Town Council approved our request to purchase a new engine at a cost of \$1.026 million dollars. With a 30-month lead time and faced with price increases in November and again in January, it was imperative that we got this engine ordered to ensure its delivery before Station 156 opens in late 2025/early 2026. Many thanks to the Apparatus Team, Division Chief Gile, Finance, and the Legal team for making this happen in a two-week time frame!

FF/EMT Casey Venafrò was recognized with a Public Safety Service Award given by the American Legion, Harry C. Miller Post 1187, at their annual awards luncheon last month. Casey was nominated for his actions at Castle Rock Adventist in 2021 that earned him the Medal of Bravery from our Department. Congratulations Casey!

I had the opportunity to participate in a resource mobilization meeting with members of the Division of Fire Prevention and Control (DFPC) as well as other local fire chiefs while at the State Chiefs conference in Keystone. DFPC outlined their plan and immediate goals, answered a number of questions, and addressed some of our concerns. While there is still a lot of work to be done in this area, I believe we are slowly making progress.

Fire Chief Commentary:

We met with representatives of the Woodlands HOA to discuss areas for mitigation on HOA property. As they have a limited amount of funds available, we worked with them to prioritize areas of concern and focus their efforts on these specific areas. We will also be looking at opportunities to perform additional mitigation work on town property that may be adjacent to their areas of concern to try and maximize the mitigation efforts. We will also continue to focus on the Very High zones identified in the CWPP for mitigation work to close out the year.

We are continuing to work with representatives from Public Works and the Police Department to develop evacuation maps for the Town. GIS is working to incorporate feedback received to date to develop a version 2.0, the maps will be reviewed again for any additional changes, and then potentially adopted. Once adopted, we will present these maps and plan to department members as well as key staff in other Town departments as these will be for internal use only in the event of a significant event requiring an evacuation of any area in town.

Finally, we are working with the Legal team and representatives of Millers Landing to host two fireworks shows on their property. The first, tentatively scheduled for December 10, is the makeup for the 4th of July show that was canceled earlier this year. The second one is scheduled for December 31, and is the show paid for by the Board of County Commissioners as part of a three show event for that evening. The other two shows are in Parker and Highlands Ranch. And, of course, we will have fireworks shot off the Rock at Star Lighting on November 19.

Life Safety Division:

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

Statistics:

Inspection Type	Number	Hours
Complaint	1	1
Construction	108	84
Construction Follow-up	8	7
Correction Notices	11	8
Primary Insp	27	41
Follow-up Insp	45	20
Pre-Citations	4	1.5
Special or Special Event	13	13.25
Other Inspections	9	4.5
Total Inspections	217	175.25

Plan reviews:

A total of 98 plan reviews (60 hours) were completed during the month of October.

Investigations/Response Assist:

Response Assist – 9 responses taking just under 8 hours to complete.

Investigation – 3 entries requiring 4 hours of time to complete.

Training:

The division as a whole entered 107 hours of training during the month of October.

Certifications Achieved / Training Attended:

E. Davey: ICC – Inspector I, NWCG - Wildland Investigations Training

B. Sutherland – DFPC – Inspector II, Fire Marshal Symposium Completion

N. Howe – IAAI Conference

UAV's:

Total Flights – 11

Total Flight Feet – 16,431

Administrative:

There was a total of almost 30 hours dedicated to handling customer complaints and inquiries during the month of October.

Training Division:

Division Chief Oren Bersagel-Briese

Division Chief Commentary

ImageTrend! In October, all crews and operational chiefs attended training as we get set to go-live with ImageTrend software in November. These trainings were led by our software SMEs Battalion Chief Cameron Nelson and Lieutenant Mike Moore and focused on getting the members familiar with the changes, the layout, and new workflows.



October also featured two local conferences in which we have a lot of participation. Early in the month, members attended the Mile High Firefighter's Conference with both company officer development and hands-on training opportunities. Later in the month, members attended the Fire Leadership Challenge and participated in development at the officer and chief ranks. In addition to our attendance, I also had the honor of presenting at both conferences.

October's department-wide training included the final days of our 2022 live-fire evolutions which allowed members to practice with deployment timing, hose stretches, and building 360s. Crew 154 B-Shift attended an AirLife training at Dawson Butte and were able to get rides in the helicopter. Engineer qualified members began doing the practical portion of the in-house trailer driving certification, and we also began the latest round of SimsUShare training.

With B-Shift going through the Art of Reading Smoke class, we have now been able to get all three shifts through this very valuable training. This has been three years in the making and almost 10 months in execution, and we'd like to thank Battalion Chief Rob Backer (Thornton FD) for his time in presenting this nationally recognized class to each of our members.

Hiring Processes: We are currently working on the process of filling the Division Chief of Life Safety/Fire Marshal position and have candidate interviews scheduled for early November. We also have posted for the positions to fill the approved four new spots for 2023 and have interviews scheduled for mid-November. For this process, we are using our hiring pool from the 2021 posting (or have participated in the SkillBridge program) and are aiming to include these members in a February academy at WMFR.

CMCB: The Incident Safety Officer certification has been approved by ProBoard and is now available if anyone is interested. Classes are being demoed and we anticipate that opportunities to become certified will be more frequent starting in 2023. FF Kevin Reed has also been representing CRFD on the CMCB committee to create the Live Fire Instructor certifications and those should also arrive next year.

FTC Upgrades: The FTC was closed for the last two weeks of the month as we install new electrical on the property. This project will include lighting in the stairwell and outlets on each floor – making training setup/cleanup easier and safer. We also fixed the fence on the south side of the property and continued to organize the Conex storage.

In October, crews trained for more than 2,244 hours on a wide range of topics to stay operationally prepared including leadership, EMS topics, driver/operator, engine and truck company operations, wildland response, forcible entry, incident command, ground ladders, professional development, size-up, physical fitness, search and rescue, and much more.

We are currently working on the following projects:

FTC projects
A new recruitment video
Hosting Rick Lasky
ImageTrend implementation

SimsUShare training
CMCB
EMS Training



Douglas County wildland response drill



FF Malone teaching at MHFC



Live fire evolutions



Trailer driving cones course

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary

The month of October was full of activity in the Logistics Division. Many on-going and large projects continued to make progress. Much time and effort were put into getting our fire engine specification, contract and invoice submitted to Chief Croom. Due to our timeline being accelerated because of projected price increases, the apparatus team worked to make sure as many costs as possible were accounted for. This required meeting together, and diligent review of the specification. Due to all of this work, we were able to get the packet submitted and ultimately approved by Town Council. The Apparatus Committee would like to thank Mayor Gray, Town Council, Town Manager Corliss and Chief Croom for their support in getting this apparatus approved. With approval, we are now in the build queue with Pierce. The projected delivery time is 30-31 months. This will get our apparatus delivered in time for Station 156 to open.



The R&D team had our quarterly meeting where updates on current projects were discussed and two projects were finalized. The first being our truck mounted thermal imagers; after extensive evaluation the R&D Team had a recommendation to replace out current cameras in 2023 with General Long Term Planning budget money. Also discussed was a recommendation from the Hazmat Team leads on replacement Class B foam. Both of these recommendations will be brought to the Executive Staff for approval. After this, they will be formally announced. These recommendations both come from multiple years of work to ensure CRFD can continue to "Be the Best!"

Work also continues in other areas of the Logistics Division. 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. LEST Keegan has been working on scheduling all of our annual equipment testing and inspections for next year. This includes SCBA, extrication tools, ladders and hose testing. We have this scheduled and on the Master Calendar. Tad is also already working on bunker gear orders for 2023 based on the replacement schedule. As a reminder, if you receive new gear, it is to be put in service as your new primary gear. Your current primary will become the secondary set, and the current secondary set will be taken out of service. With this rotation, no member should be in primary gear older than 3-4 years and secondary of 7-8 years.

Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. In addition to PM maintenance, Ben also handled a variety of unscheduled repairs during the month. This included a blown radiator hose on Engine 153 and a damaged PTO on Quint 155. The majority of these repairs can be handled in house; unfortunately though, some have to be sent to the manufacturer repair centers as is the case with Quint 155. Ben also coordinated repairs and

maintenance on the TRV (Snow Cat). Tracked Off Road Service came down from Wyoming to inspect our TRV. After some minor maintenance, overall they noted that our TRV was in great condition. CRFD Logistics Division also hosted the Colorado Fire Mechanics quarterly meeting and board elections in October.

There have been some additions and changes at the PSTF South that everyone should be aware of, CRPD has moved their Special Operations personnel into the office space on the north side of building. This includes Training, Logistics and Animal Control. With the parking struggles we continue to have, ***please avoid parking apparatus in the driveway of the south building.*** You will also see the parking lot has been reconfigured and restriped. Signage has been added at the South Building designating parking spaces. PD has 3 designated spaces, there are assigned spaces and some PSTF general parking spaces. Please be respectful of the spaces you park in, and if possible, park in the FTC or North Building lot leaving the south spaces for the folks assigned to the building.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for September are 4,697. Year to date is 47,296, and the total since we began the program is 173,960. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

Facilities Projects
MDC Replacement
Station 154 / 155 Door Raise Project
Station 156 Apparatus
New STO Up-fitting

New STO up-fitting
R&D Team Projects
Hazmat Team Projects
Pump Testing Tri-Lakes/Monument
Facilities Station Tours



Chief Gile pump testing at Tri-Lakes/Monument



EVT Jennings working at Station 153

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

October was mostly a continuation of September with primary focus on the update of the Emergency Operations Plan (EOP), work surrounding the ImageTrend migration (specifically Continuum and the Data Mart), and emergency management coordination calls for monkey pox. However, the monkey pox calls are falling off rapidly, but RSV calls are beginning to take their place.

In October, I had the opportunity to attend IAFC's 1st annual Technology Summit International (TSI). This conference focused on new and innovative technologies and software solutions for the fire service. More importantly, there were several discussions regarding how the fire service should be looking at technology, data, and software. As was said several times during the conference, and I cannot agree more, if we think technology will solve our problems, then we don't understand technology and we don't even understand our problem(s). One of our major challenges is the numerous, independent data streams we currently have. Currently, there is no solution for this. I began having conversations at FRI in August and continued those discussions at TSI about working with a company to consolidate multiple data sources into a single data-base. While there is still a lot to work through, there is a lot of potential in the concept.

The Center for Public Safety Excellence has announced the dates for 2023 Excellence Conference in Orlando FL (Feb 28 – Mar 3), and registration has begun. This conference is a great opportunity to learn more of the CFAI continuous improvement methodology, the Commission on Professional Credentialing (CPC) process, and general professional networking. This year, there will be five educational tracks (Accreditation, Credentialing, Leadership, Challenges to Opportunities, and Changing for Improvement), or you can attend sessions a la carte. <https://www.cpse.org/conference/> If you have an interest in attending, please contact me.

September 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	530		1144		353		855	
Urban	372	70%	741	65%	243	69%	522	61%
Rural	115	22%	281	25%	84	24%	225	26%
Interstate	8	2%	46	4%	8	2%	42	5%
Blank	35	7%	76	7%	18	5%	66	8%
Mutual Aid Calls	43	8%	156	14%	34	10%	136	16%
Aid Received	23	4%	90	8%	19	5%	80	9%
Aid Given	20	4%	66	6%	15	4%	56	7%



Town of Castle Rock

Agenda Memorandum

Agenda Date: 12/1/2022

Item #: **File #:** PS 2022-038



Photo Credit: Tim Tonge



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.

"Too often these days many PDs are disparaged by the very people they are trying to serve and protect. I think it's very unfortunate this attitude is prevalent in so many jurisdictions. My wife and I moved from Denver two years ago to Castle Pines to get away from the problems of the big city. On Oct. 18, I was parked at Red Hawk Ridge Golf Course... someone backed out of their spot and smashed into my car leaving a very significant dent in the hatch door of my car. A good Samaritan recorded the plate number. I called the police and **Officer Fuino** responded very timely to the call. This letter is intended to give praise to this officer for his professionalism and just being a very nice man. I couldn't have asked for any better treatment that I received from this officer, and I wanted to write to you as Chief to give you this praise. If all the officers in your department are as professional as Officer Fuino, Castle Rock is very lucky. Thank you both."

Ronald V. (10/27/22)

Mr. S. G. stopped by to say thank you for responding to the Encore and addressing the vehicle that was parked in his spot. He was very appreciative of how nice and professional the officer [**Corporal Petersen**] was.

Records Specialist Fiordalis
(10/18/22)



"I would like to send a HUGE thank you and compliment to Officer K. Radulovich. She helped out in a significant situation with my [family member]. The professionalism and empathy she displayed was wonderful and helped with the overall situation... Thank you for all your help and support and again a special kudos to **Officer Radulovich!!!**"
I.T. (10/5/22)

I followed up with a local church to see how their visit went at CRPD. Because they were unable to come during the week, we made arrangements for them to come on a Sunday after church services. With limited staffing available, **Corporal Moffitt** and **Dispatcher Maddox** made it a memorable experience. The group was very appreciative of their assistance, calling their time "absolutely amazing." The kids and families really appreciated the time Cpl. Moffitt took in talking to them and showing them his patrol vehicle. I was told the kids "were in awe." I wanted to make sure these two were recognized and thanked for making this visit possible.
PIO Temby (10/31/22)

"...Everyone in with the PD I had to interact with were just super cool...[from **Dispatcher Brekke** to **Officers Milford** and **Proano**]. Both officers were just really calming, kept me from being nervous, which I was. Please note...how appreciated they are by me."
Daniel M. (10/24/22)

Message from the Chief



The format of the department's monthly report is purposely designed to mirror our department's five-year strategic plan. This will allow members of the community as well as members of our organization to gauge how we are progressing in key areas of our strategic plan.

The Police Department's strategic priorities will anchor and update the main sections of this report. By doing so, this will facilitate our continued focus on implementing our strategic plan and providing outstanding service to the Castle Rock community. There are six strategic priorities included in the Police Department's Five-Year Strategic Plan:

Priority 1: Crime

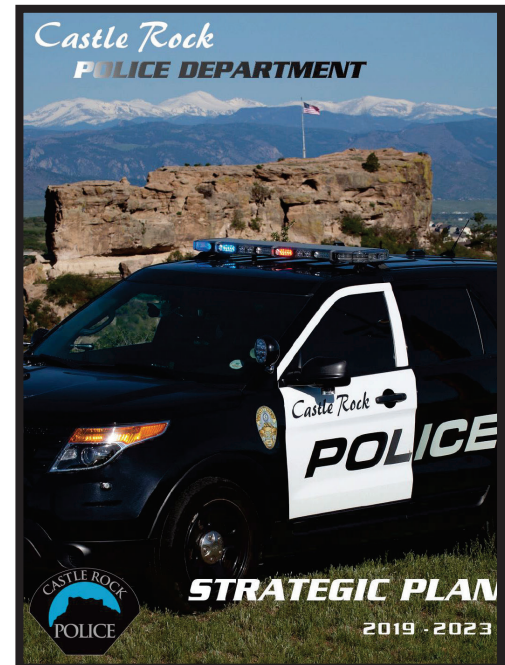
Priority 2: Traffic Safety

Priority 3: Employees

Priority 4: Prepare for Future Growth

Priority 5: Community Policing and Partnerships

Priority 6: Technology, Equipment and Training



Read entire CRgov.com/PDplan

Leading with Success

That's a baker's dozen!

It's been an active October for your Castle Rock Police Department. In October, we had 13 recoveries of either stolen vehicles or license plates... including this stolen car from Tuesday. Great work by officers and dispatchers who worked together to locate this car less than 24 hours after it was stolen out of another jurisdiction.



Priority 1: Crime

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

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

Person Crime Offense	2022 SEP Crime	2021 SEP Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Homicide	0	0	0.0	2	0	200%*	2 (100%)
Sex Offenses - Forcible	3	4	2.8	14	30	-53%	1 (7%)
Domestic Violence	8	16	16.1	137	124	10%	128 (93%)
Aggravated Assault	0	1	1.5	8	12	-33%	7 (88%)
Total Persons Crimes	11	21	20.4	161	166	-3%	138 (86%)

Property Crime Offense	2022 SEP Crime	2021 SEP Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Burglary	7	9	7.6	46	75	-39%	8 (17%)
Fraud/Forgery	12	22	40.9	145	612	-76%	23 (16%)
Motor Vehicle Theft	2	6	7.0	44	60	-27%	1 (2%)
Robbery	0	0	0.4	1	6	-83%	0 (0%)
Theft from Motor Vehicle	15	16	18.5	88	195	-55%	0 (0%)
Theft	57	68	61.6	495	621	-20%	97 (20%)
Vandalism	15	33	32.0	233	321	-27%	47 (20%)
Total Property Crimes	108	154	168.0	1,052	1,890	-44%	176 (17%)

Total Crime Offense	2022 SEP Crime	2021 SEP Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Total Persons Crimes	11	21	20.4	161	166	-3%	138 (86%)
Total Property Crimes	108	154	168.0	1,052	1,890	-44%	176 (17%)
Total Crimes	119	175	188.4	1213	2056	-41%	314 (26%)

*Increase from "0" is an estimate as it can not be calculated.

Notes:

1. Persons and Property crimes are reported for the **previous** month due to the transition to NIBRS reporting.
2. Offenses shown with N/A data reflect zero incidents for that specific offense. Any offenses displaying 0% reflect incidents had occurred during the year; however, they had not yet been cleared.

Priority 1: Crime (continued)



Goal 3: Maintain the capability of effective emergency management as well as the response to, and recovery from, a critical incident

Response Times					
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Wait to Enroute	Average Drive Time	Average Time Officers on Scene
OCT	78	1.54	0.26	5.39	73.45
SEP	67	1.34	0.30	5.20	47.75
AUG	94	1.33	0.37	6.06	65.36
2022 YTD	819	1.46	0.32	5.80	63.68
2021 MON. AVG	79.3	1.50	0.30	5.48	66.17

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Cases assigned - Staff Advocates	21	28	21.5	245	206	19%
Cases assigned - Volunteer Advocates	14	11	10.7	127	122	4%
Total cases assigned	35	39	32.2	372	328	13%
Total victims served	53	89	59.4	661	630	5%
Volunteer office hours	0	8	2.4	45	19	137%
Total call out hours	28	23	15.4	221	140	58%

Victims Assistance Unit Spotlight

With the assistance of scholarships, four members of the Victim Assistance Unit attended the 34th Annual Colorado Organization for Victim Assistance (COVA) Conference. This conference is amongst the largest victim services conferences in the country. Held over four days, and with more than 72 workshops, participants learn new skills and best practices for the victim services field. This was also the first in-person conference in two years due to COVID.

Left to right: Crystal Porras, Kirsten Donisi, Daylan Wallace, and Kayleigh Gustafson.



Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Fatality	0	0	0.0	0	0	0%
Injury	0	0	2.6	40	22	82%
Non-Injury	14	86	64.1	568	674	-16%
Traffic Crash Total	14	86	66.7	608	696	-13%
Traffic Enforcement						
Traffic Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Driving Under the Influence (DUI)	16	10	8.3	87	86	1%
Traffic Citations (Municipal and State)						
Call Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Traffic Tickets Issued	105	117	122.7	1,261	1,286	-2%
Written Warnings	93	131	181.6	803	1,786	-55%



Priority 3: Employees



Goal 1: Attract and retain the highest quality employees

Goal 2: Train and develop employees

Goal 3: Recognize employee accomplishments

Staffing Levels				
Year	Sworn Officer Turnover	Total Sworn FTE	Total Turnover Rate	% Change from prior year
2022	8	87	9.2%	84.0%
2021	4	80	5.0%	-50.0%
2020	8	80	10.0%	-12.3%
2019	9	79	11.4%	115.1%
2018	4	75	5.3%	29.3%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
OCT	84	2	29	115	23	11	149
Authorized FTE positions	87		32	119			

Training Hours						
Total Hours	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	953.5	604.0	715.8	8,454.8	8,019.8	5.4%

Types of Trainings						Hours per Type
Internal/In-service (Arrest control, EV-Tech, community response team, navigator, CARFAX for Police)						496.0
External Training (Field training officer certification, animal control officer self-defense, basic school resource officer certification, International Association of Financial Crimes Investigators conference, search and seizure, car seat technician course, Law Enforcement Explorer Post Advisors Association of Colorado (LEPAC) conference, SFST re-certification, emergency vehicle operations, Colorado Organization for Victims Assistance (COVA), Clandestine lab safety certification)						457.5

Accomplishments / Recognition						
Type	2022 SEP	2021 SEP	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments/Commendations	7	5	10.5	81	91	-11%
Recognition / Awards	0	3	5.8	77	65	18%

Priority 4: Prepare for Future Growth

Goal 1: Monitor Townwide population growth estimates

Goal 2: Monitor Police Department workload

Goal 3: Evaluate an efficient method of delivering service to newly developed areas

Calls for Service (CFS)						
Calls for Service (CFS) Per Officer / Per 1st Responder	2022 OCT <small>87 OFC /58</small>	2021 OCT <small>80 OFC /55</small>	3-YR MO. AVG	2022 YTD <small>87 OFC /58</small>	2021 YTD <small>80 OFC /55</small>	% Change 2021-2022
CFS TOTAL, includes self-initiated (SI)	4,723	4,402	5,307.0	44,972	49,467	-9.1%
CFS, excludes self-initiated (SI)	2,243	2,190	2,082.6	22,322	21,400	4.3%
Year-to-Date (Per 1,000 citizens)	27.6	27.6		274.7	269.7	1.9%
CFS per Officer, excludes self-initiated	25.8	27.4		256.6	267.5	-4.1%
CFS per 1st Responder, excl. self-initiated	38.7	39.8		384.9	389.1	-1.1%

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

Communication Incoming Phone Calls						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
OCT	558	18	3.36	98.8%	99.8%	162.6
SEP	472	16	3.33	98.3%	99.8%	179.2
AUG	592	19	3.27	99.5%	100.0%	175.2
2022 YTD	5,582	18	3.34	99.0%	99.9%	171.2
2021 Monthly AVG	546.0	16.3		98.7%	99.9%	179.8
APCO and NENA Standard:*				90.0%	95.0%	N/A

Mon. Administration Calls	4,143	134
Mon. Outbound Calls	1,093	35
YTD-Administration Calls	43,500	143
YTD-Outbound Calls	10,999	36

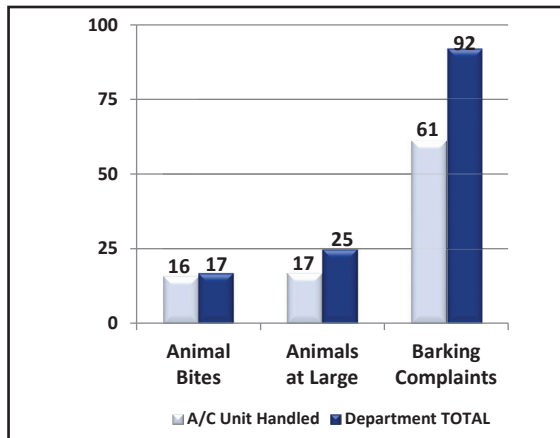
*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Downtown Liaison Officer (DLO)						
Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Parking Enforcement/CFS	95	71	167	1072	1894	-43.4%
Parking Warnings	5	31	61.7	83	726	-88.6%
Parking Tickets	58	7	39.9	580	234	147.9%

Priority 4: Future Growth (continued)



Animal Control Monthly Response Comparison

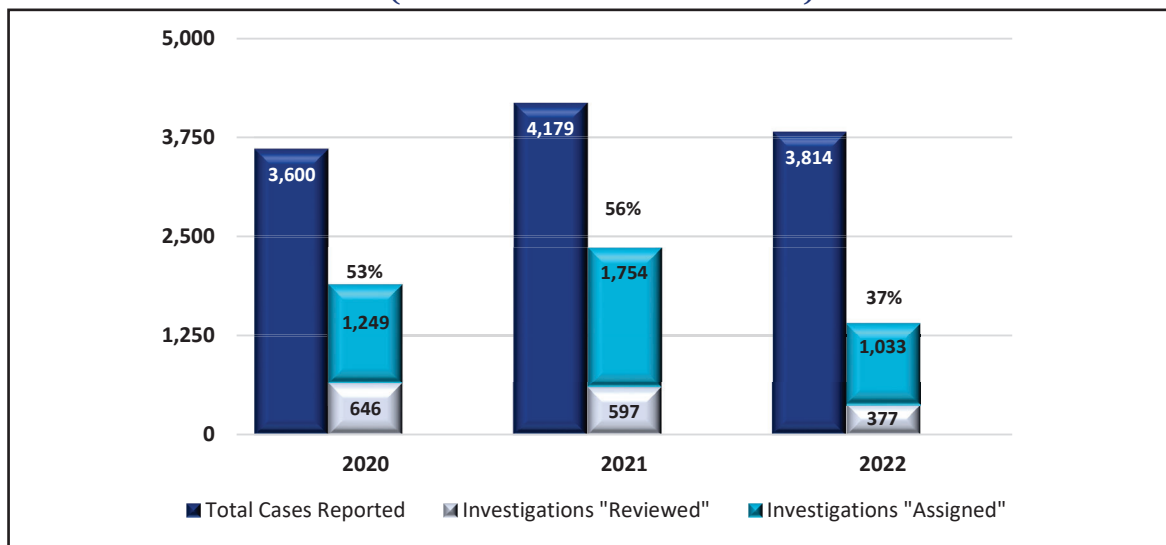


The ACU handled:

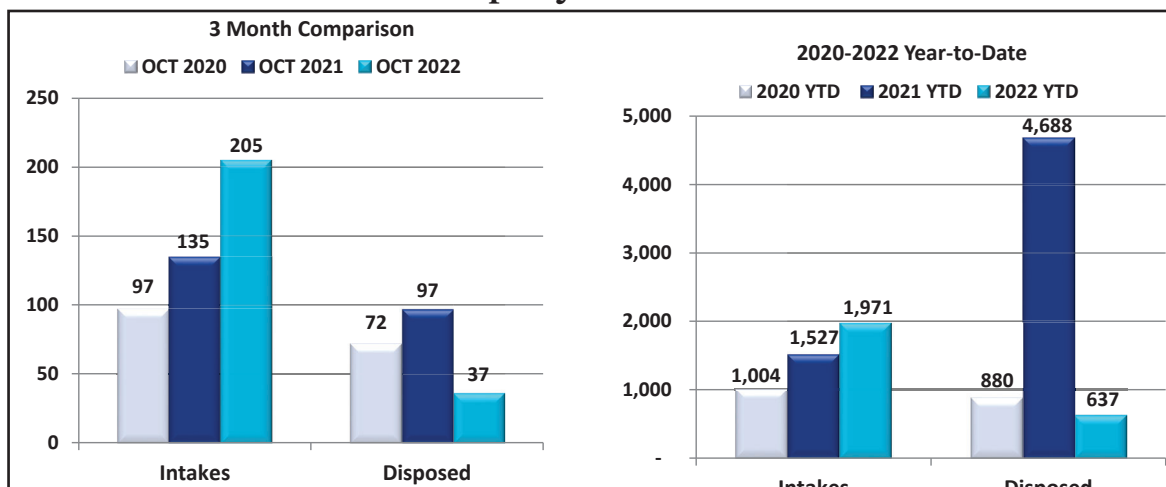
- 94 Percent of animal bites
- 68 Percent of animals at large
- 66 Percent of barking complaints

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

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



Property & Evidence



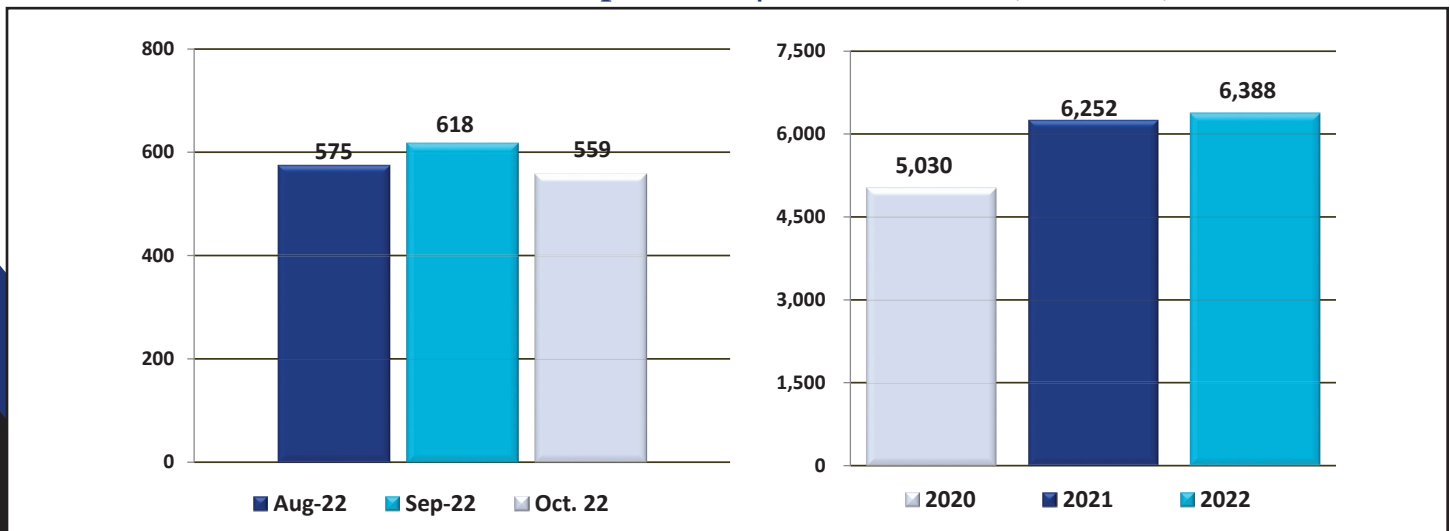
Priority 4: Future Growth (continued)

Records Unit

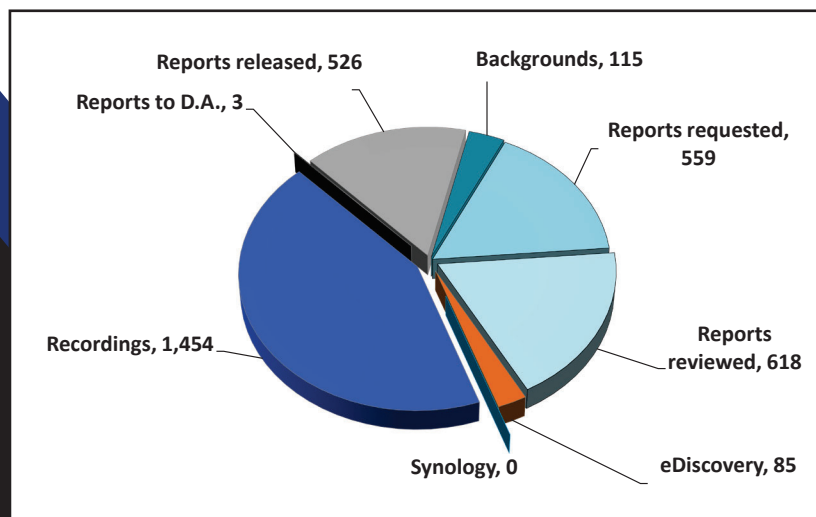
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
OCT 2022	115	559	618	85	0	1,454	3	526
OCT 2021	91	554	542	51	2	1,248	5	526
% Change 2021-2022	26.4%	0.9%	14.0%	66.7%	-100.0%	16.5%	-40.0%	0.0%
3-YR MO. AVG.	103	502	505	60	4	713	6	480

* Felony drug cases

Total Reports Requested Three-Month Comparison | Year-to-Date (2020-2022)



Records Unit Monthly Workload



Priority 5: Community Policing & Partnerships



Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 Year-End	% Change 2021-2022
Crime Free Multi-Housing	0	2	1.9	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	9	-11.1%
Rock Watch	2	2	56.8	880	830	6.0%
CPTED (Crime Prevention)	3	1	1.3	34	22	54.5%
R-U-OK	0	4	1.0	33	17	94.1%
Total Activity	5	9	61.3	980	903	8.5%

Notes: Rock Watch 2021-2022 YTD statistics were revised for accuracy. R-U-OK totals periodically fluctuate as members enter or leave the program.

Volunteer Hours						
Unit Hours	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	102.0	171.0	167.0	1,731.0	2,007.0	-13.8%
Victim Advocates	597	486	456.4	4,690	4,553	3.0%
VIPS-Community Safety Vol.	71.0	57.0	160.3	729.0	1119.0	-34.9%
Total	770.0	714.0	825.0	7,150.0	7,679.0	-6.9%

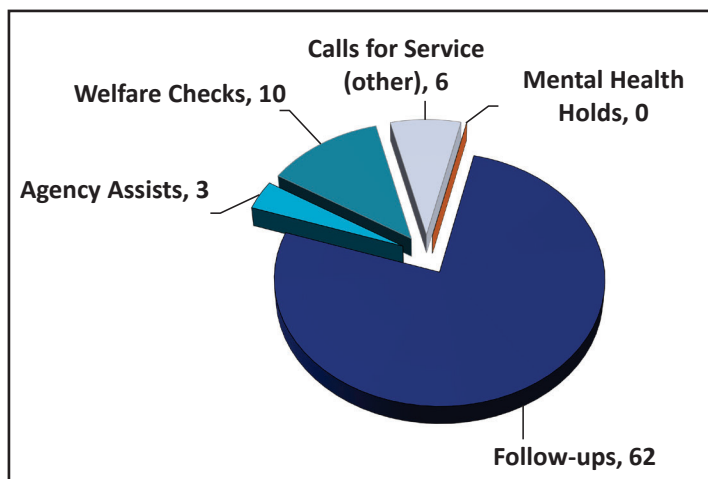
Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
OCT 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	17,939	4,192	37,309	3,507
Number of Posts	20	9	5	16
Total Viewer Engagement	17,631	56	29,101	1,937
	Police		Town	
Total Call Outs or Incident Response	1		1	
	TOTAL			
Media Inquiries	4			

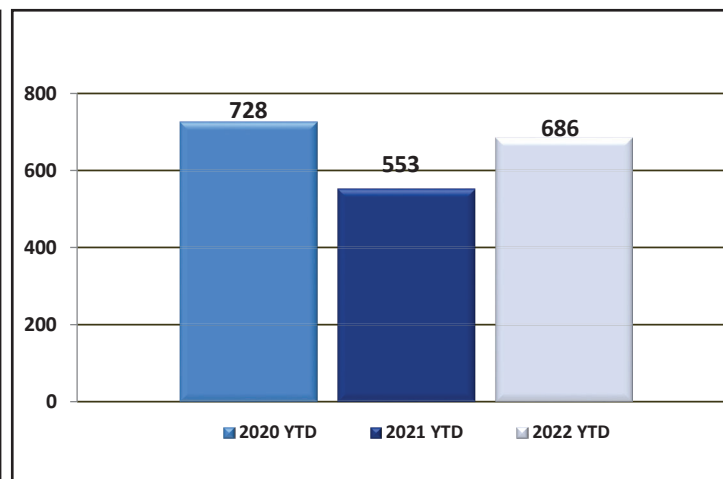
Priority 6: Technology, Equipment & Practices

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

October 2022 Call Types



CRT Total Calls for Service (YTD)



Domestic Violence Lethality Assessment Program (LAP)

Call Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	12	12	10.1	108	101	7%
High-risk reports	6	1	5.0	46	41	12%

The Lethality Assessment Program (LAP) tool is designed to reduce risks, save lives, and involves an assessment by law enforcement personnel to determine risks in collaboration with community-based victim service providers. More information is found at [LethalityAssessmentProgram.org](https://www.lethalityassessmentprogram.org)

ePoliceReporting

Online Reports	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Reports received	33	37	41	303	743	-59.2%

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
OCT	123	53	48	2	2	1	0
YTD	978	506	445	31	15	7	11

Department Highlights



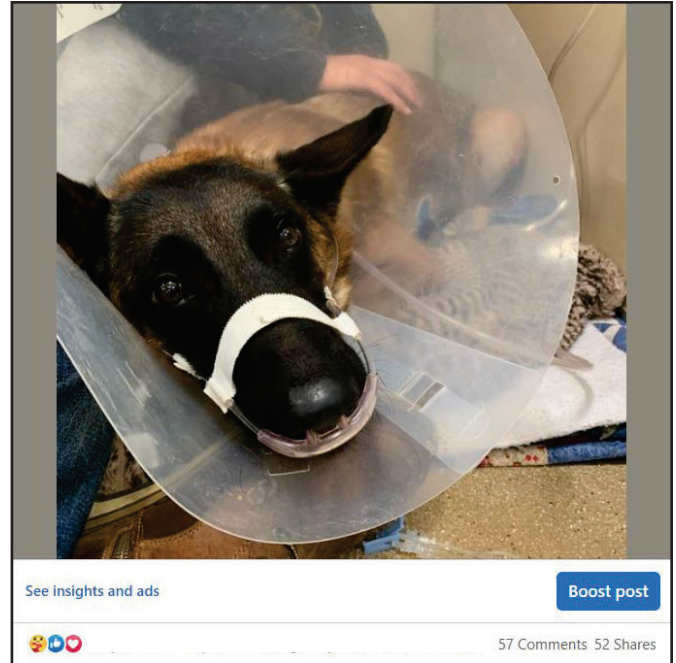
PIO Temby's Corner Top Social Media Post

October 20, 2022 at 10:45 AM



Join us in wishing Castle Rock Police K9 Maverick a speedy recovery! Maverick underwent emergency surgery earlier this week to treat a serious infection. From the veterinary team to his handler, Officer Gondeck, we know he's in great hands. We are optimistic he will be able to return home soon to continue his long road to recovery.

#WeWorkForYou #OneByOne #K9



K9 Unit Shogun & Maverick

Patrol Deployments: 2

Officer Fellows and Shogun were deployed twice on K9 Protect calls, which involved area and building searches. Officer Gondeck and Maverick were not deployed during the month of October.

Narcotics Deployments: 4

Officer Gondeck and Maverick conducted two narcotics deployments with one alert on large quantities of numerous drugs located. Officer Fellows and Shogun deployed twice.

Training: 38 hours

Officer Fellows and Shogun trained 28 hours during the month. Officer Gondeck and Maverick trained 10 hours prior to Maverick's unexpected surgery and illness.



Maverick

Shogun

***K9 Protect** is a term the department uses when a K9 is on the scene of a high-risk call. The K9 is on standby to protect officers or assist in apprehension. The presence of the K9 gains compliance. Examples of patrol deployments include high-risk traffic stops, higher risk attempt to contact, etc.