



Photo Credit: Officer A. LaPorte



## 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.

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# 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.

"Good morning, **Officer Proano**. I wanted to give you my thanks and appreciation. My love and my prayers for all the police in Castle Rock. You've been the greatest to me and taking care of my niece. So thank you, thank you, and thank you for the dispatchers. You'll be forever in my prayers...and, thank you for your service and for saving a young girl from an abusive domestic situation."

Name withheld (03/02/22)

"I would like to take a moment to let you know about the great work that **Officer Lastra** did in helping us locate a wanted homicide suspect from our jurisdiction. I have attached a memo explaining in detail how Officer Lastra helped us. On behalf of the Charlotte-Mecklenburg Police Department and the Violent Criminal Apprehension Team we are grateful for all of the effort in assisting us. If we can ever do anything to assist you in the future please do not hesitate to reach out. "

Sgt. Brandon O. (03/08/22)

"Earlier this afternoon, **Officer B. Schuster** and I waited in line at the Car Wash...it was somewhat of a lengthy wait but the weather was nice. I never saw [him]until he stopped me in the parking lot to have a word about my lapse of judgment as I disregarded what was intended to be a one-way traffic pattern between the car wash and King Soopers. Officer Schuster could have handled the situation in many different ways but his approach today speaks volumes about his professionalism, judgment and ability to influence the best of positive outcomes. I just wanted to leave a compliment."

Eric S. (03/14/22)

"Hi **Records Specialist Vander Meer**. Thank you so much for the timely response! I truly appreciate what you do and how great Castle Rock PD has been in helping me with my incident. Just awesome!"

Dan M. (03/04/22)

"**Officer A. Lane** is extremely real and sincere about our Castle Rock senior community. It was a pleasure to meet her in person and have her in our community assisting our seniors."

Rosanna P. (03/11/22)

Voicemail received to thank **Sgt. McCann** for his kindness during a traffic stop, She really appreciated receiving a warning and made it home safely. She thanked him again for being so kind, for his service, and for making her day.

Angela K. (03/24/22)



# 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](http://CRgov.com/PDplan)

## Leading with Success

It was a busy month of stolen license plates and vehicles. The Castle Rock Police Department works hard to keep this community safe.

On Monday, March 16, officers located a pickup truck with a stolen temporary tag. Their investigation found three of the four occupants had active warrants – 27 warrants combined, to be exact!



# 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
March	92	1.42	0.31	<b>5.46</b>	72.26
February	58	1.60	0.39	<b>6.36</b>	58.07
January	68	1.14	0.32	<b>6.23</b>	83.08
<b>2022 YTD</b>	<b>218</b>	<b>1.38</b>	<b>0.33</b>	<b>5.94</b>	<b>71.87</b>
<b>2021 MON. AVG</b>	<b>79.3</b>	<b>1.50</b>	<b>0.30</b>	<b>5.48</b>	<b>66.17</b>

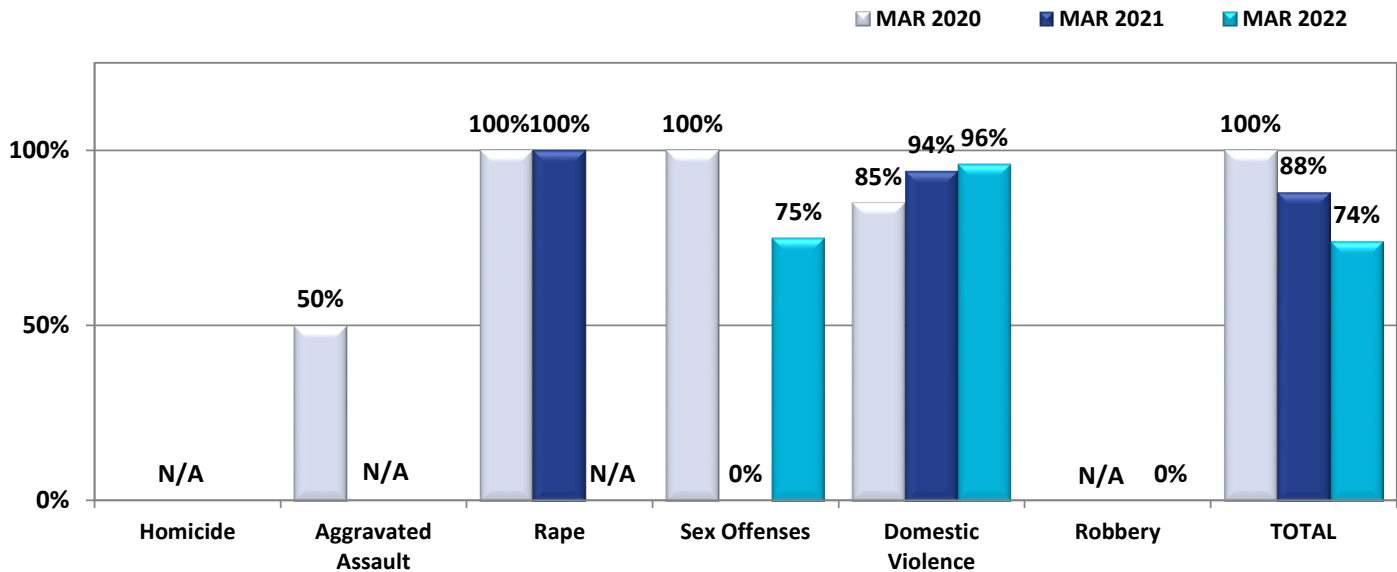
Note: The above time references are fractions of minutes.

Persons Crime						
Crime Offense	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Homicide	0	0	0.0	0	0	0%
Rape	0	2	0.9	0	4	-100%
Sex Offenses	4	1	1.9	7	2	250%
Domestic Violence	26	16	16.1	49	53	-8%
Aggravated Assault	0	0	1.7	1	6	-83%
Robbery	1	0	0.4	1	2	0%
<b>Total Persons Crimes</b>	<b>31</b>	<b>19</b>	<b>21.0</b>	<b>58</b>	<b>67</b>	<b>-13%</b>
Property Crime						
Crime Offense	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Burglary	8	9	7.6	14	24	-42%
Fraud/Forgery	3	9	21.2	6	21	-71%
Motor Vehicle Theft	5	10	6.9	13	27	-52%
Theft from Motor Vehicle	9	37	21.7	46	85	-46%
Theft	65	72	59.2	164	229	-28%
Vandalism	20	46	32.3	75	115	-35%
<b>Total Property Crimes</b>	<b>110</b>	<b>183</b>	<b>148.9</b>	<b>318</b>	<b>501</b>	<b>-37%</b>
<b>TOTAL ALL CRIMES (Person/Property)</b>	<b>141</b>	<b>202</b>	<b>169.9</b>	<b>376</b>	<b>568</b>	<b>-34%</b>

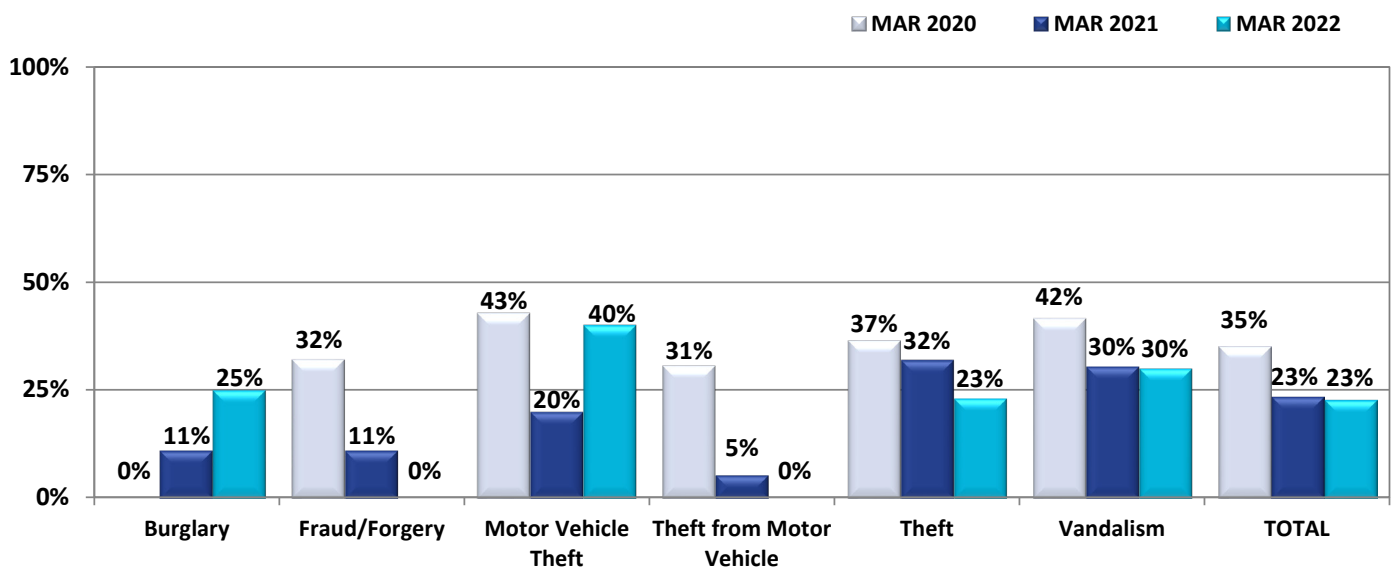


**Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders**

**Persons Crime Clearance Rates  
(2020-2022 Monthly Comparison)**



**Property Crime Clearance Rates  
(2020-2022 Monthly 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	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Cases assigned - Staff Advocates	35	18	21.5	68	65	5%
Cases assigned - Volunteer Advocates	16	15	10.7	40	33	21%
Total cases assigned	51	33	32.2	108	98	10%
Total victims served	83	68	59.4	191	191	0%
Volunteer office hours	5	0	2.4	11	0	0%
Total call out hours	8	12	15.4	62	31	100%

## CRPD Victims Assistance Unit

Dr. Sara Metz was our guest presenter at our March meeting for the Victim Assistance Unit. Dr. Metz discussed secondary trauma and coping methods for those volunteers who have responded to traumatic scenes. Dr. Metz led the discussion on self-care and resiliency while continuing to provide volunteer services to our community.



# Priority 2: Traffic Safety



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

Traffic Crashes						
Crash Type	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Fatality	0	0	0.0	0	0	0%
Injury	8	2	2.6	11	7	57%
Non-Injury	58	65	64.1	216	184	17%
<b>Traffic Crash Total</b>	<b>66</b>	<b>67</b>	<b>66.7</b>	<b>227</b>	<b>191</b>	<b>19%</b>
Traffic Enforcement						
Traffic Type	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Driving Under the Influence (DUI)	5	13	8.3	20	29	-31%
Traffic Citations (Municipal and State)						
Call Type	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Traffic Tickets Issued	119	154	122.7	257	324	-21%
Written Warnings	77	260	181.6	189	734	-74%



# 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	3	84	3.6%	-28.6%
2021	4	80	5.0%	-50.0%
2020	8	80	10.0%	-12.2%
2019	9	79	11.4%	113.6%
2018	4	75	5.3%	29.8%
2017	3	73	4.1%	-41.6%
2016	5	71	7.0%	-5.6%
2015	5	67	7.5%	61.7%
2014	3	65	4.6%	-40.0%

Training Hours						
Total Hours	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	938	701	715.8	2,349	1,923	22.2%
Types of Trainings						Hours per Type
Internal/In-service (Firearms and Medical)						791
External Training (Computer applications, Investigations, Advanced Hostage Negotiations, School Resource Officer Certification, International Law Enforcement)						147

Accomplishments / Recognition						
Type	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments	14	12	10.5	29	35	-17.1%
Recognition / Awards	7	5	5.8	8	16	-50%





# 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 MAR 84 OFC /58	2021 MAR 80 OFC /55	3-YR MO. AVG	2022 YTD 84 OFC /58	2021 YTD 80 OFC / 55	% Change 2021-2022
CFS TOTAL, includes self-initiated (SI)	4,536	5,069	5,307.0	12,783	15,294	-16.4%
CFS, excludes self-initiated (SI)	2,064	1,924	2,082.6	5,868	5,614	4.5%
<b>Year-to-Date (Per 1,000 citizens)</b>	<b>25.4</b>	<b>24.2</b>		<b>72.2</b>	<b>70.8</b>	<b>2.0%</b>
CFS per Officer, excludes self-initiated	24.6	24.1		69.9	70.2	-0.4%
CFS per 1st Responder, excl. self-initiated	35.6	35.0		101.2	102.1	-0.9%

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

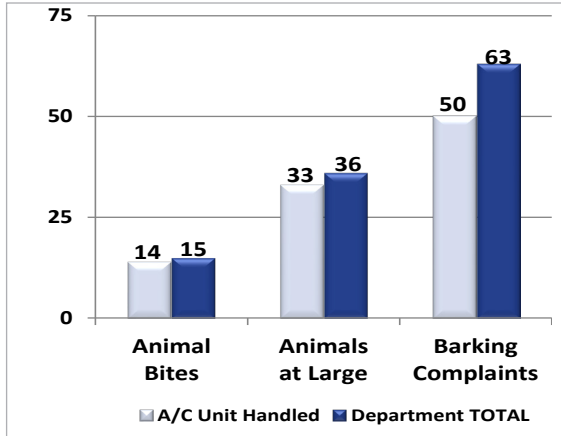
Communication Incoming Phone Calls						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
March	550	18	3.44	99.1%	100.0%	179.1
February	<b>426</b>	<b>15</b>	<b>3.38</b>	<b>99.3%</b>	<b>99.5%</b>	<b>165.6</b>
January	<b>540</b>	<b>17</b>	<b>3.44</b>	<b>99.4%</b>	<b>99.8%</b>	<b>164.5</b>
<b>2022 YTD</b>	<b>1,521</b>	<b>17.0</b>	<b>3.42</b>	<b>99.3%</b>	<b>99.8%</b>	<b>169.7</b>
2022 Monthly AVG	546.0	16.3		98.7%	99.9%	179.8
<b>APCO and NENA Standard:*</b>				<b>90.0%</b>	<b>95.0%</b>	N/A
Mon. Administration Calls	4,276	138				
Mon. Outbound Calls	1,178	38				
<b>YTD-Administration Calls</b>	<b>12,124</b>	<b>133</b>				
<b>YTD-Outbound Calls</b>	<b>3,307</b>	<b>36</b>				

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

Downtown Liaison Officer (DLO)						
Type	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Parking Enforcement/CFS	100	262	167.3	241	764	-68.5%
Parking Warnings	14	128	61.7	33	364	-90.9%
Parking Tickets	50	33	39.9	94	73	28.8%

# Priority 4: Future Growth (continued)

## Animal Control Response Comparison March 2022

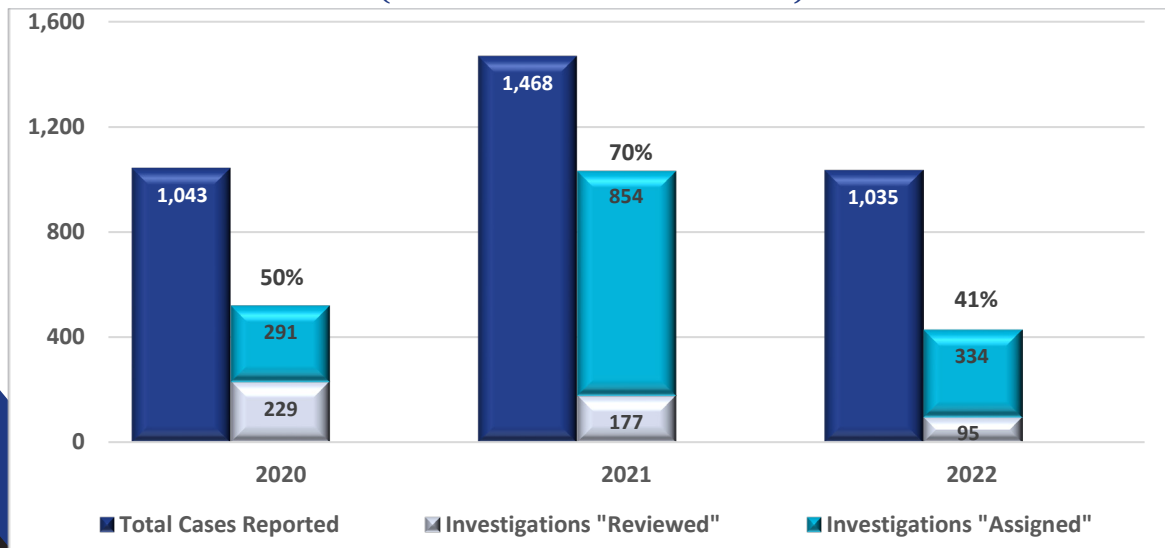


The ACU handled:

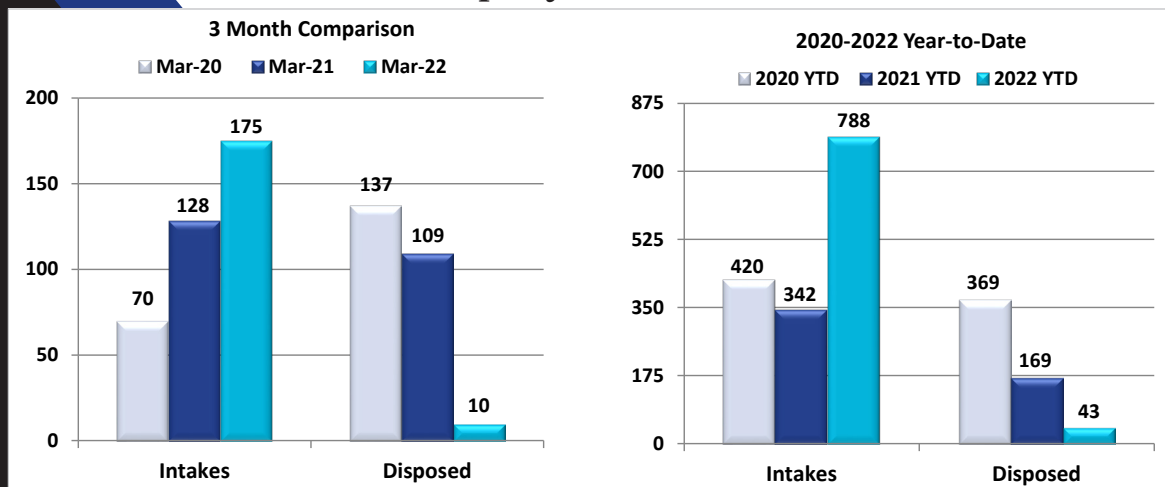
- 93 Percent of animal bites
- 92 Percent of animals at large
- 79 Percent of barking complaints

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

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



## Property & Evidence



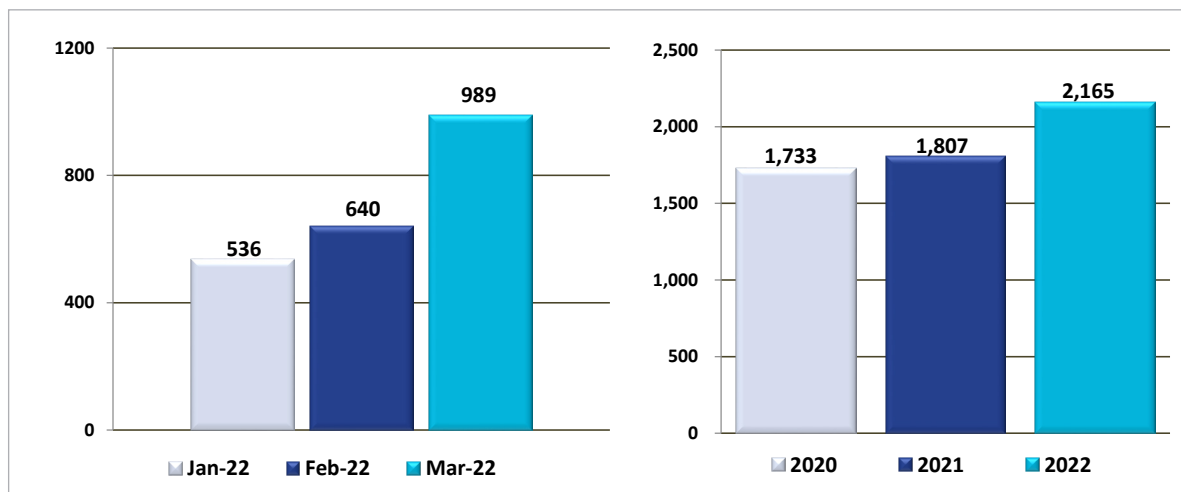


### Records Unit

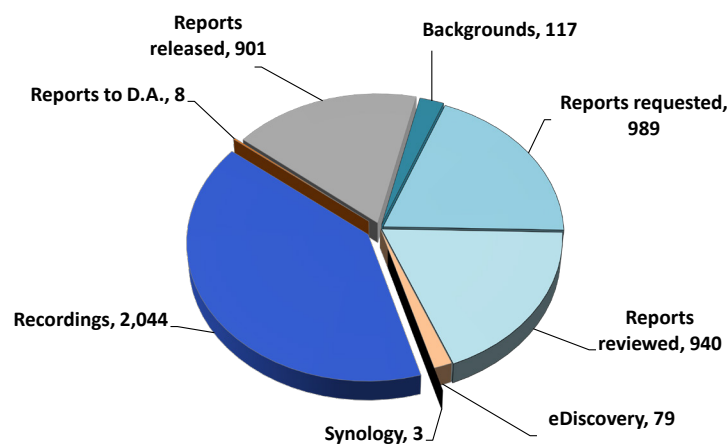
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
MAR 2022	117	989	940	79	3	2,044	8	901
MAR 2021	159	748	732	66	0	1,097	5	708
% Change 2021-2022	-26.4%	32.2%	28.4%	19.7%	N/A	86.3%	60.0%	27.3%
<b>3-YR MO. AVG.</b>	<b>103</b>	<b>502</b>	<b>505</b>	<b>60</b>	<b>4</b>	<b>713</b>	<b>6</b>	<b>480</b>

\* Felony drug cases

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



### Records Unit Workload March 2022



# Priority 5: Community Policing & Partnerships

## Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 Year-End	% Change 2021-2022
Crime Free Multi-Housing	0	0	1.9	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	9	-11.1%
Rock Watch	35	16	56.8	869	830	4.7%
CPTED (Crime Prevention)	0	1	1.3	24	22	9.1%
R-U-OK	9	13	1.0	30	17	76.5%
<b>Total Activity</b>	<b>44</b>	<b>30</b>	<b>61.3</b>	<b>956</b>	<b>903</b>	<b>5.9%</b>

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 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	150.0	210.0	167.0	831.5	444.0	87.3%
Victim Advocates	368	420	456.4	1,268	1,386	-8.5%
VIPS-Community Safety Vol.	47.0	41.0	160.3	1,268.0	1,386.0	-8.5%
VIPS-Admin & Investigative	0.0	47.0	38.1	177.0	41.0	331.7%
<b>Total</b>	<b>565.0</b>	<b>718.0</b>	<b>825.0</b>	<b>13.8</b>	<b>54.0</b>	<b>-74.4%</b>

## Goal 2: Optimize communication and Marketing programs

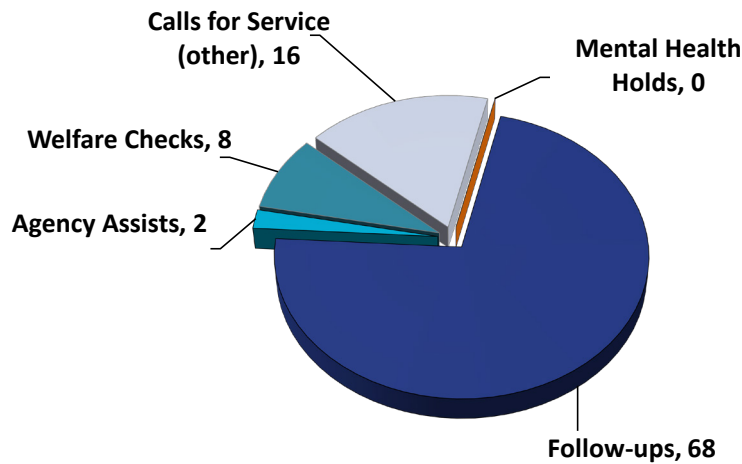
Public Information Officer (PIO)				
MAR 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	17,200	3,693	34,837	3,344
Number of posts	18	8	2	16
Total Viewer Engagement	10,144	25	4,801	3,385
	<b>Police</b>		<b>Town</b>	
Call outs/Incident Response	3		1	
	<b>TOTAL</b>			
Media Inquiries	6			

# Priority 6: Technology, Equipment & Practices

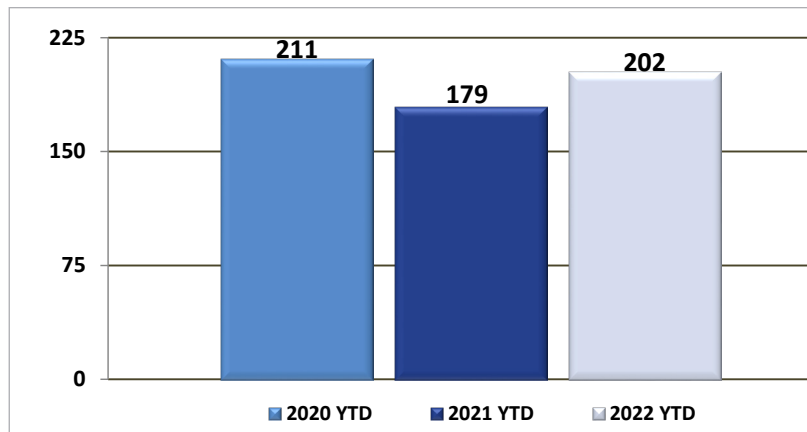


Goal 1: Maintain and utilize the most effective technology, equipment and best practices

## Community Response Team (CRT) Dashboard March 2022



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



## Domestic Violence Lethality Assessment Program (LAP)

Call Type	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	16	14	10.1	32	38	-16%
High-risk reports	5	9	5.0	12	21	-43%

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://LethalityAssessmentProgram.org)

## ePoliceReporting

Online Reports	2022 MAR	2021 MAR	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Online reports received	28	254	41.0	81	505	-84.0

# Department Highlights



## PIO Temby's Corner Top Social Media Post

March 8 (*From our Instagram Post*)

Gotcha, Buttercup! Today is our police therapy dog's "Gotcha" Day. Buttercup came home with School Resource Officer Gillespie one year ago today and has made an incredible difference ever since.

Thank you to everyone who celebrated with her... especially the CVHS student who brought Buttercup a homemade "pupcake!"



#WeWorkForYou  
#OneByOne  
#GotchaDay



## K9 Unit

### Shogun & Maverick

#### Patrol Deployments: 2

Officer Fellows and Shogun deployed twice on one K9 protect and a track request.

#### Narcotics Deployments: 5

Officer Gondeck and Maverick deployed three times, which included an agency assist for Douglas County Sheriff's Office.

Officer Fellows and Shogun deployed twice locating 1 gram methamphetamine and 1.5 grams fentanyl pills.

#### Training: 40 hours

Both K9 Units trained 20 hours this month.



Maverick



Shogun

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