

Castle Rock

POLICE DEPARTMENT



October 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**.

"I would like to praise your staff at Castle Rock Police Department. From the time that I walked in with a huge problem they helped me. Thanks to the front desk [E. Anderson], VAC D. Lewis, Officer A. Cruz and of course Detective Sergeant K. Collins.

Many thanks for all the help and support."

Carolyn N. (10/15/21)

"I was dealing with Officer T. Thompson this evening on an issue that came up [incident at a relative's school]. I would like to hand down an amazing review. I was clearly upset and he called and talked to me about it. He was absolutely fantastic, deescalated the situation, did everything by the book, and even gave a personal story that completely calmed me down and made me feel good about it. I normally wouldn't do this for a police officer; I don't like most of them. I have had bad experiences with them (not going to lie). But, if this country had more officers like him, it would be a lot cooler place. I just wanted to extend this to him through you. You have a very good officer; this country needs more like him."

Jarrold (10/13/21)

"I wanted to express my positive experience in this case. My experience with police so far has been mostly I would describe as very authoritative and cold. Officer T Yowell in this case has proven that this can be done differently. He was very professional and friendly and the way he approached this event (specifically the way he communicated and his demeanor left me with a feeling of the police watching out for its citizens in a humanized way. I think he struck a great balance between leading through the process and being human. Thank you so much. Hope we get more of that!"

David O. (10/15/21)

"I recently read the article in our local magazine and wanted to send you a little message. I had no idea what being an officer entails. Sure - responding to calls and all the negativity that comes with the job - so, let me just say, "THANK YOU." Not long ago my daughter "acted" up and I needed to get out of the house. I flagged you [Officer K. Lewis] down to "talk" - you were a Big Help...By the time I went back home, my tears stopped - heart calm - my home seemed to be at peace - Thank you again. The town and citizens are blessed with you here.

Anonymous Castle Rock Resident (10/5/21)



Officer W. Schonher, "Thank you for being so nice and friendly yesterday. It wasn't much of a ride, but thank you for making the best of it. I truly appreciate you trying to see about getting it extended. That was unexpected and very above and beyond. Thank you so much again for everything."

Craig K. (10/4/21)

Message from the Chief



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

The Police Department's strategic priorities will anchor and update the main sections of this report. By doing so, this will facilitate our continued focus on implementing our strategic plan and providing outstanding service to the Castle Rock community.

There are six strategic priorities included in the Police Department's Five-Year Strategic Plan:

- Priority 1: Crime
- Priority 2: Traffic Safety
- Priority 3: Employees
- Priority 4: Prepare for Future Growth
- Priority 5: Community Policing and Partnerships
- Priority 6: Technology, Equipment and Training



Read entire [CRgov.com/PDplan](https://www.cr.gov/PDplan)

National First Responders Day observed October 28

We are proud to stand alongside the brave men and women across the country who serve their communities selflessly every day.

Thank you for all you do!



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
October	93	1.46	0.37	5.81	66.39
September	103	1.94	0.29	6.04	59.75
August	95	1.70	0.27	5.58	54.84
2021 YTD	823	1.51	0.30	5.43	66.93
2020 MON. AVG	77	1.41	0.32	5.87	59.20

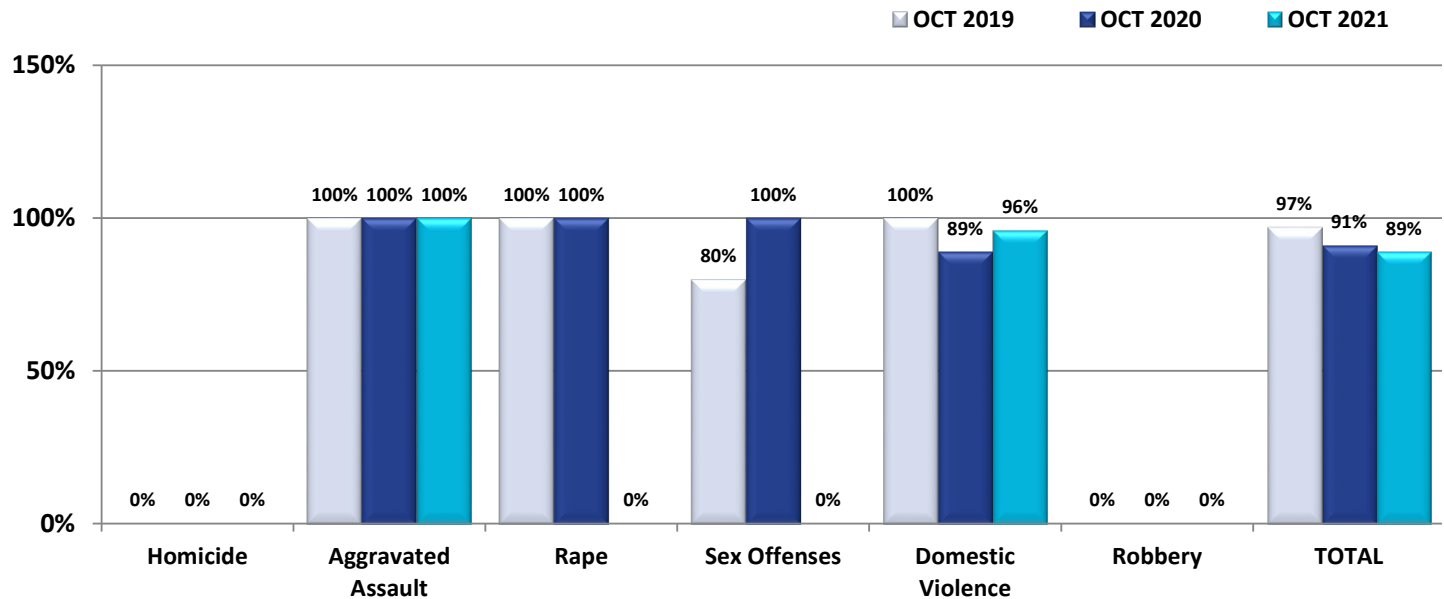
Persons Crime						
Crime Offense	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Homicide	0	0	0	0	0	0%
Rape	1	1	1	9	8	13%
Sex Offenses	1	2	2	12	16	-25%
Domestic Violence	23	19	17	145	154	-6%
Aggravated Assault	2	1	2	19	20	-5%
Robbery	1	0	0	6	1	500%
Total Persons Crimes	28	23	22	191	199	-4%
Property Crime						
Crime Offense	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Burglary	6	11	7	19	20	-5%
Fraud/Forgery	1	19	27	58	215	-73%
Motor Vehicle Theft	7	9	6	70	71	-1%
Theft from Motor Vehicle	13	30	21	235	231	2%
Theft	50	79	53	646	581	11%
Vandalism	34	45	29	355	299	19%
Total Property Crimes	111	193	143	1,383	1,417	-2%
TOTAL ALL CRIMES (Person/Property)	139	216	165	1,574	1,616	-3%

Priority 1: Crime (continued)

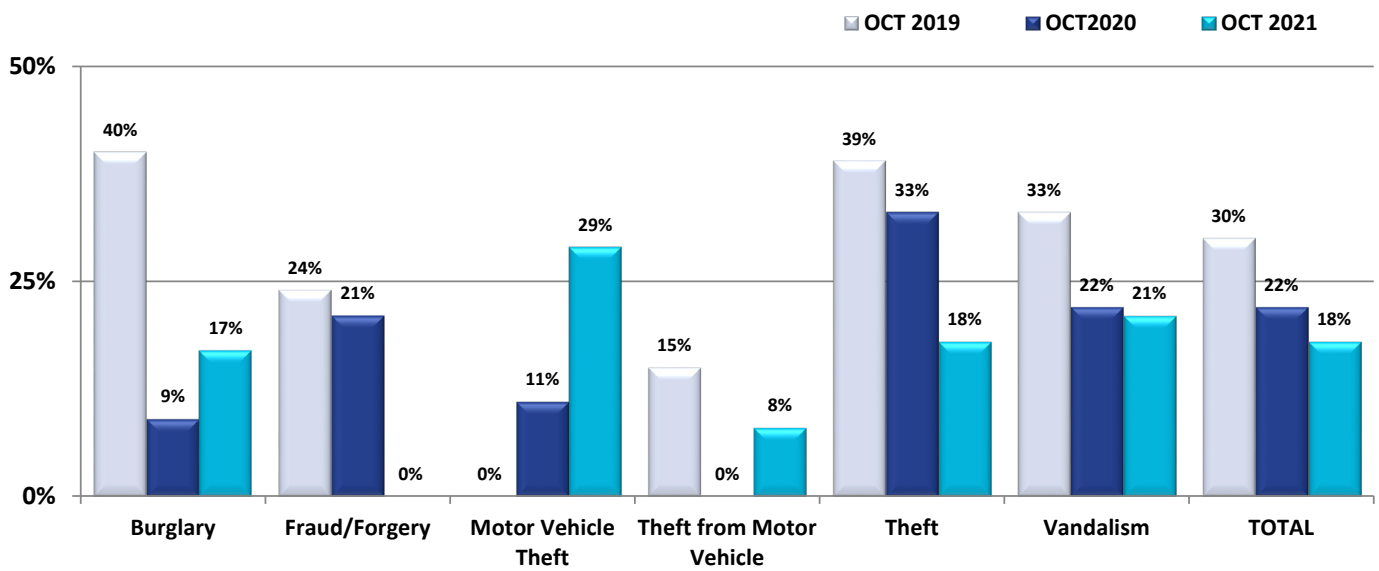


Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

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 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Cases assigned - Staff Advocates	11	22	23	206	212	-3%
Cases assigned - Volunteer Advocates	28	8	10	122	104	17%
Total cases assigned	39	30	33	328	316	4%
Total victims served	89	56	62	630	541	16%
Volunteer office hours	8	4	6	19	4	375%
Total call out hours	23	21	17	140	110	27%

CRPD Victims Assistance Unit

Welcome Craig Kemper to our VA Volunteer Team!

Craig is a seventh grade teacher and coaches boys' basketball at Elizabeth Middle School. He has been a resident of Castle Rock since 2014. Craig is a US Army Veteran, who was born in New Mexico, raised in Colorado, and has lived in Oklahoma, Texas, Virginia, West Virginia and Tennessee. He comes from a very sports-oriented family and has coached elementary track, little league baseball, middle school volleyball and basketball, as well as college football. Craig has officiated softball, volleyball, and basketball.

When not busy with his school duties, you will find him spending time with his fiancé and family. Craig is currently pursuing a master's degree in WWII Studies - his third overall master's degree. He is a huge United States history buff who enjoys learning as much as he can about the Civil War and WWII.



VA Volunteer C. Kemper

Priority 2: Traffic Safety



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

Traffic Crashes						
Crash Type	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Fatality	0	0	0	0	0	0%
Injury	0	1	2	22	21	5%
Non-Injury	86	57	67	674	546	23%
Traffic Crash Total	64	58	69	696	567	23%
Traffic Enforcement						
Traffic Type	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Driving Under the Influence (DUI)	10	10	9	86	87	-1%
Traffic Citations Departmentwide						
Call Type	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Traffic Tickets Issued	113	28	129	1,282	1,093	17%
Written Warnings	128	164	223	1,783	1,930	-8%
Total Traffic Stops	369	448	521	4,165	4,659	-11%

Note: Total traffic stops includes municipal and state traffic 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	2	80	0.025	-75.0%
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						
Topics	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Hours	604.0	905.0	537.1	8,019.8	6,359.0	26.1%
Types of Trainings					Hours per Type	
Internal/In-service (Firearms, criminal investigations)					381	
External Training (CO Drug Investigations conference, FTO certification, Traffic Accident Investigation II, Street Crimes, K9 drug recertification)					223	

Accomplishments / Recognition						
Type	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Compliments	5	22	8.8	91	172	-47.1%
Recognition / Awards	0	0	5.5	64	11	481.8%

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

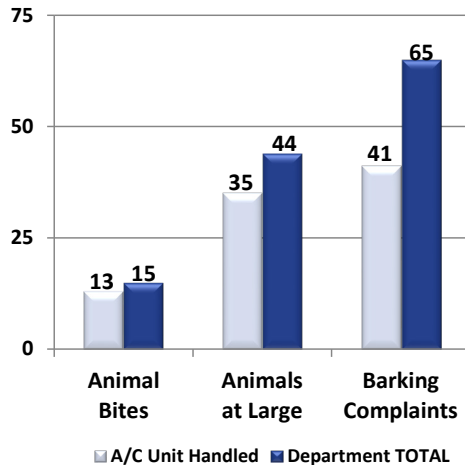
Calls for Service (CFS)						
Calls for Service (CFS) Per Officer / Per 1st Responder	2021 OCT 80 OFC /55	2020 OCT 80 OFC /55	3-YR MO. AVG	2021 YTD 80 OFC /55	2020 YTD 80 OFC / 55	% Change 2020-2021
CFS TOTAL, includes self-initiated (SI)	4,252	5,051	5,537	48,123	53,147	-9.5%
CFS, excludes self-initiated (SI)	2,080	2,100	1,990	20,335	19,138	6.3%
Year-to-Date (Per 1,000 citizens)	27	29.1	28.5	268	252	6.3%
CFS per Officer, excludes self-initiated	26	26.3	25.5	254	239	6.3%
CFS per 1st Responder, excl. self-initiated	38	38.2	37.6	370	348	6.3%
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)
October	598	19	3.96	98.0%	99.8%	179.1
September	588	20	3.43	99.3%	100.0%	168.7
August	642	21	3.70	97.5%	99.8%	176.3
2021 YTD	5,473	18	3.22	98.9%	99.9%	185.3
2020 Monthly AVG	495	16.3		96.8%	99.5%	190.9
APCO and NENA Standard:*				90.0%	95.0%	N/A
Mon. Administration Calls	4,654	150				
Mon. Outbound Calls	1,085	35				
YTD-Administration Calls	46,657	153				
YTD-Outbound Calls	11,759	39				

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

Downtown Liaison Officer (DLO)						
Type	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Parking Enforcement/CFS	121	268	128	1894	1840	2.9%
Parking Warnings	41	114	61.4	725	775	-6.5%
Parking Tickets	11	19	54.8	234	452	-48.2%
Counter Accident Reports	0	1	1.5	3	18	-83.3%

Priority 4: Future Growth (continued)

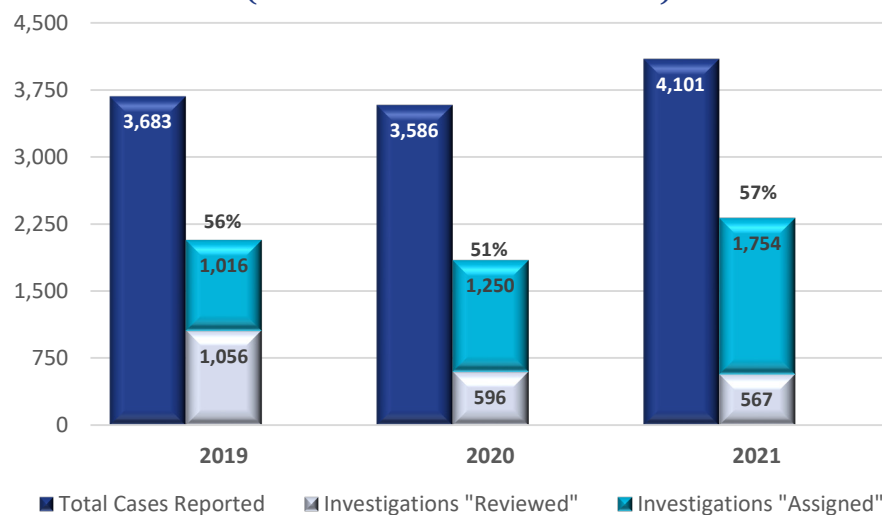
Animal Control Response Comparison OCT 2021



The ACU handled:

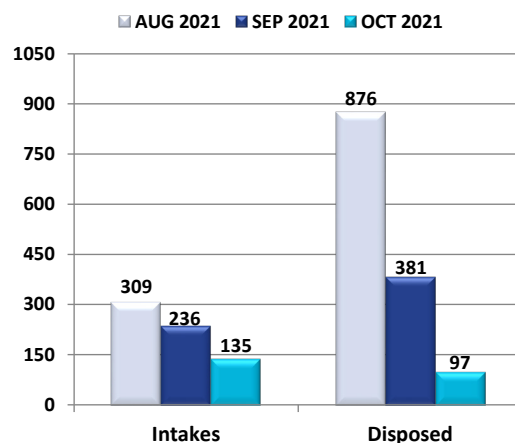
- 87 Percent of animal bites
- 80 Percent of animals at large
- 63 Percent of barking complaints

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

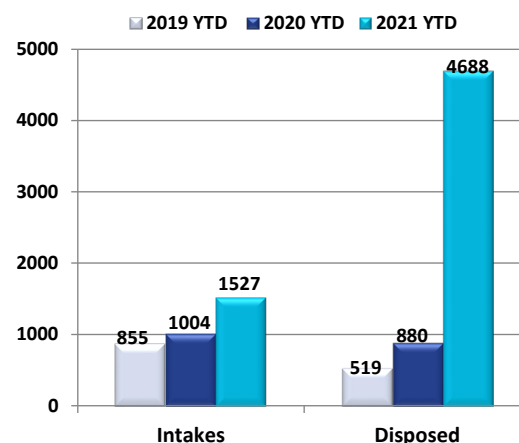


Property & Evidence

3 Month Comparison



2019-2021 Year-to-Date



Priority 4: Future Growth (continued)

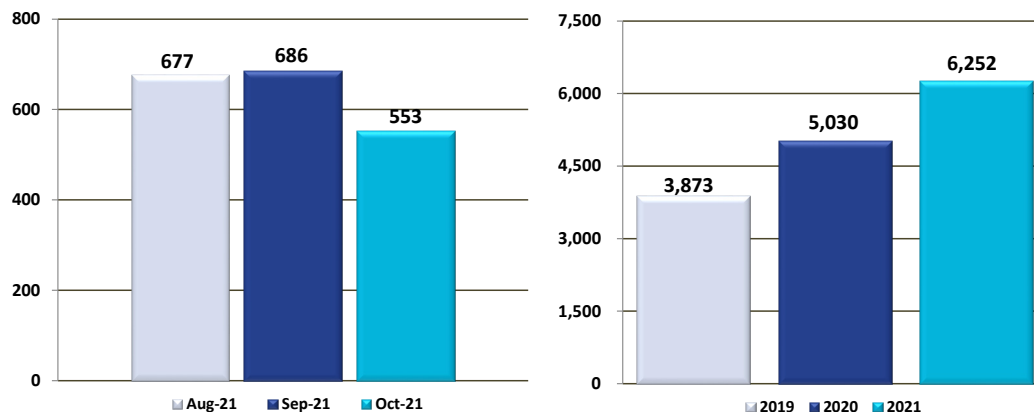


Records Unit

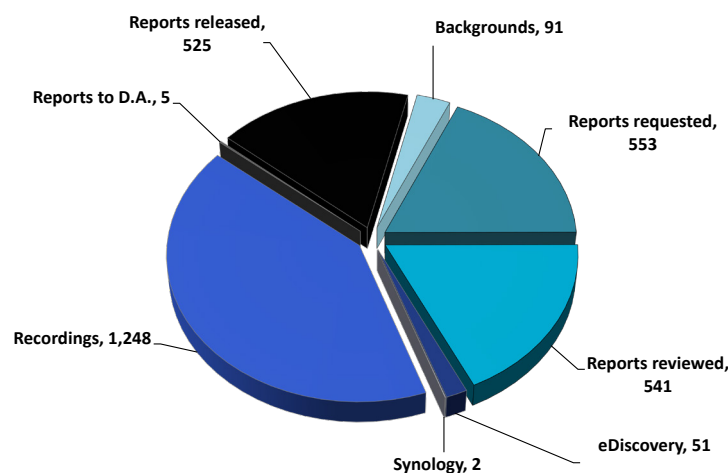
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
OCT 2021	91	553	541	51	2	1,248	5	525
OCT 2020	167	598	601	50	1	741	0	579
% Change 2020-2021	-45.5%	-7.5%	-10.0%	2.0%	100.0%	68.4%	N/A	-9.3%
3-YR MO. AVG.	95	409	422	62	5	436	12	381

* Felony drug cases

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



Records Unit Workload OCT 2021



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Crime Free Multi-Housing	2	0	1.8	25	23	8.7%
Crime Free Self-Storage	0	0	0.4	9	9	0.0%
Rock Watch	2	3	30.4	550	497	10.7%
CPTED (Crime Prevention)	1	1	0.6	20	14	42.9%
R-U-OK	4	0	N/A	16	6	166.7%
Total Activity	9	4	8.3	620	549	12.9%

Note: R-U-OK totals periodically fluctuate as members enter or leave the program

Volunteer Hours						
Unit Hours	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Explorer Unit	171.0	57.0	195.8	2,007.0	877.5	128.7%
Victim Advocates	486.0	535.0	439.2	4,553.0	4,413.0	3.0%
VIPS-Community Safety Vol.	57.0	98.0	206.5	1,119.0	959.0	16.7%
VIPS-Admin & Investigative	10.0	83.0	40.4	238.8	413.0	-42.2%
Total	295.0	336.0	888.4	4,483.8	3,208.5	39.7%

Goal 2: Optimize communication and marketing programs

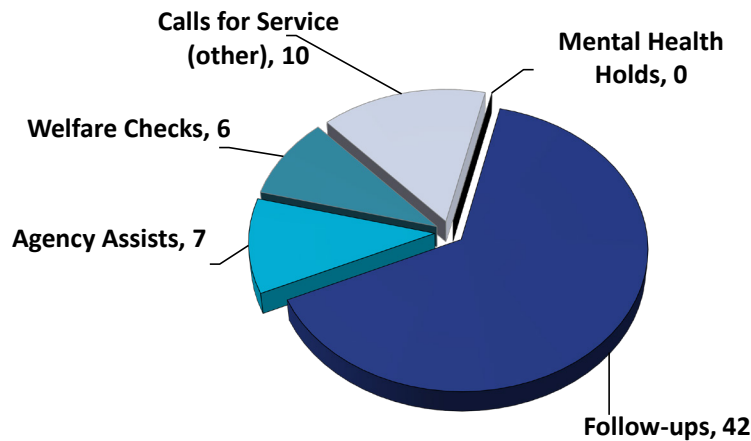
Public Information Officer (PIO)				
OCT 2021	Facebook	Twitter	Nextdoor	Instagram
Followers	16,749	3,382	33,449	3,105
Number of posts	24	11	3	20
Total Engagement	41,660	114	3,844	2,822
	Police		Town	
Call outs/Incident Response	1		0	
	TOTAL			
Media Inquiries	7			

Priority 6: Technology, Equipment & Practices

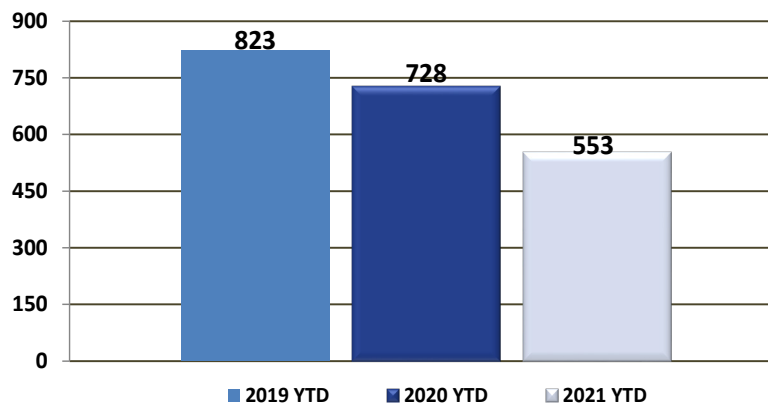


Goal 1: Maintain and utilize the most effective technology, equipment and best practices

Community Response Team (CRT) Dashboard OCT 2021



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



Domestic Violence Lethality Assessment Program (LAP)

Call Type	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Total LAP reports completed	12	8	11	101	92	10%
High Risk	1	3	6	41	54	-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](https://www.lethalityassessmentprogram.org)

ePoliceReporting

Online Reports	2021 OCT	2020 OCT	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Online reports received	37	20	25.7	743	273	172.2%

Department Highlights

K9 Unit Shogun & Maverick

Patrol Deployments: 5

Officer Gondeck and Maverick deployed once on a building search. Officer Fellows and Shogun deployed four times on high risk stops, building search and evidence search.

Narcotics Deployments: 3

Officer Gondeck and Maverick deployed for three vehicle sniffs leading to the seizure of Methamphetamine and a firearm.

Training: 51 hours

Officer Gondeck/Maverick trained 26 hours, and Officer Fellows/Shogun trained 25 hours during the month.



Maverick



Shogun



PIO Temby's Corner October's Top Post

OCT 15, 9 a.m.

The top post this month goes to seeking the public's assistance: The Castle Rock Police Department is seeking the public's help in identifying two individuals involved in an armed robbery. It happened Wednesday, Oct. 13, around 10:15 a.m. at a local hardware store.

The subjects (see photos) threatened employees and shoppers with an axe and machete. They made off with more than \$2,000 worth of tools. Fortunately, no one was injured in the incident. Their getaway pickup truck was reported stolen from another jurisdiction but it has since been recovered. Prior to the Castle Rock robbery, the same suspects robbed a hardware store in Greenwood Village.

If you witnessed either of these incidents, have any additional information or can identify the subjects, please contact Detective deLumeau at sdelumeau@crgov.com or at 720-733-6085.



You and 144 others

155 Comments 475 Shares

Halloween Fun with our Officers and our Castle Rock kids!



Drug Take Back Day



Officers O'Donnell (left) and Stark (right) collected 299 pounds of unwanted prescription and non-prescription drugs on Saturday, Oct. 23. A collection bin is also available in our lobby during business hours (M-F) from 8 am-5pm.

Coffee with a Cop



Our first Coffee with a Cop event (since the 2020 Covid cancellations) was held at Black Rock Coffee on Oct. 6. It was wonderful visiting with everyone who joined us. The next event will be announced on our social media pages:

<https://www.facebook.com/CRpoliceCO>

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.