Photo Credit: PIO Temby

VISION

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

MISSION

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

Follow us on Facebook, Instagram or Twitter: CRpoliceCO

January 2024

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.

"...My family and I threw my son a birthday party at the park.... While my son and his friends were playing... [Officer Keiler], stopped by to say hello. He even joined until he was dispatched to another call. Officer Keiler had some great interactions with the boys as they played together! I love how present CRPD is in the community and instances like this help to reinforce the One-by-One policing approach. Please extend my gratitude and appreciation to Officer Keiler for his commitment to this policing approach and add this commendation to his record." B.K (1/20/24)

"On Friday, January 25, 2024, my engine shut down on Meadows Parkway at Castleton. While trying to call for a tow truck, [Officer V. Lopez] and his partner [Officer M. Fellows] came to my rescue. Those two officers expertly pushed me into the adjacent Loaf 'n Jug parking lot.Your two professional officers impressed me. I am grateful for them being there and the kind assistance that they provided." J.G. (1/25/24)

"Hay I love your PD... I met [Officer Keiler]who gave me a ride home...you guys are the best. " R.R (1/27/24)

"Recently, an unmarked van was parked in front of our house for several hours. We called and an officer [Officer Cantando] investigated. Thank you for watching out for citizens!" The L. Family 1/29/24

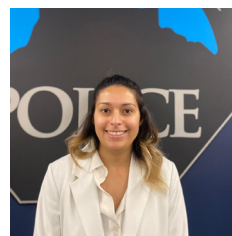### New CRPD members for January 2024:

Dispatcher King

Dispatcher Fullmer

Academy Cadet Lund

Academy Cadet Schroeder

Police Officer Puleo

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:
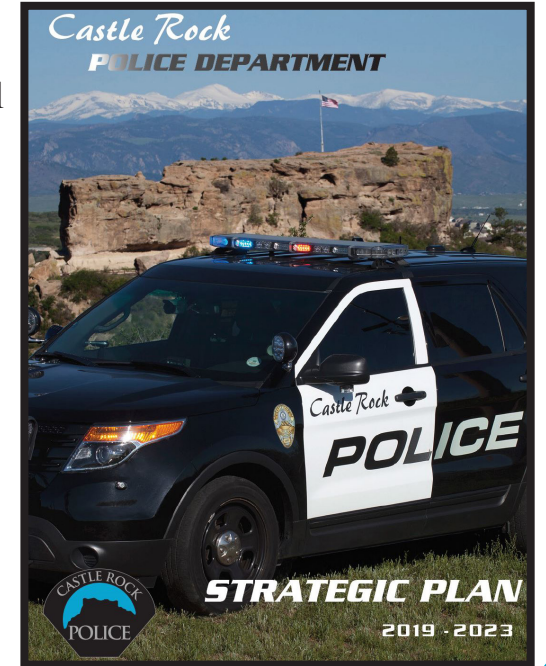
Priority 1: Crime

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 plan: CRgov.com/PDplan

Leading with Success

The Castle Rock Police Department introduced its new recruitment video in January 2024 during the first hiring period of the new year. In addition to showing off the Town of Castle Rock, the video featured candid interviews with CRPD officers and dispatchers while they worked and trained. The video put a spotlight on the Police Department's One-By-One Policing philosophy with our three strategic pillars: people, innovation and community. To view the video, please visit **CRgov.com/JoinCRPD**

Join CRPD

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 Group A[1]	2023 DEC Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime
Homicide	0	0.1	0	0	3
Kidnapping	0	1.1	12	10	11
Sex Offenses	2	2.8	14	2	26
Aggravated Assault	0	1.6	14	9	14
Simple Assault	16	17.2	187	128	202
Intimidation	3	5.0	39	23	35
Human Trafficking	0	0.0	0	0	0
Total	21	27.8	266	172	291

1 Persons and Property crimes are reported for the **previous** month due to the transition to NIBRS reporting.

Property Crime Offense- Group A	2023 DEC Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime
Burglary	6	6.8	78	13	63
Fraud/Forgery Related	23	45.3	375	22	283
Robbery	0	0.4	3	1	3
Theft-(All except below 3*)	36	43.5	491	54	499
*Motor Vehicle Theft	4	5.9	68	4	62
*Theft from Motor Vehicle	13	17.6	113	3	139
*Shoplifting	28	19.9	260	119	173
Vandalism	18	31.2	269	67	320
All Other Property Crimes	5	5.7	68	51	110
Total	133	176.3	1,725	334	1,652

Crime Offense- Group A	2023 DEC Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime
Persons Crimes	21	27.8	266	172	291
Property Crimes	133	176.3	1,725	334	1,652
Society Crimes	24	15.9	206	168	255
Total Crime -Group A	178	219.9	2,197	674	2,198

2 Total persons and property crimes do not account for all NIBRS crime codes for the month.

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
JAN	65	1.61	0.33	5.24	68.23
2024 YTD	65	1.61	0.33	5.24	68.23
2023 MON. AVG	87	1.50	0.31	5.72	65.71

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2024 JAN	2023 JAN	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Cases assigned - Staff Advocates	22	35	16.1	22	35	-37%
Cases assigned - Volunteer Advocates	7	9	8.8	7	9	-22%
Total cases assigned	29	44	25.0	29	44	-34%
Total victims served	52	80	46.7	52	80	-35%
Volunteer office hours	4	0	2.2	4	0	N/A
Call out hours (incl. on-scene, phone)	27	44	25.1	27	44	-39%

Victims Assistance Unit - In January, three VA volunteers offered to come in during the mornings and assist with administrative duties. Volunteers will assist staff advocates by conducting follow up with crime victims when statutorily required, data entry on callouts, and keeping brochure inventory up to date and full. Currently, volunteers are doing outreach on cases involving motor vehicle theft and referring those victims to a grant through Colorado Auto Theft Prevention Authority that may offer financial assistance for towing and storage fees, transportation, and cleaning fees.

See https://lockdownyourcar.org/ for more information.

Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	**2024 JAN**	**2023 JAN**	**3-YR MO. AVG**	**2024 YTD[1]**	**2023 YTD[2]**	**% Change 2023-2024**
Traffic Crash Total	80	65	70.4	80	65	31%

DUI Enforcement						
Traffic Type	**2024 JAN**	**2023 JAN**	**3-YR MO. AVG**	**2024 YTD**	**2023 YTD**	**% Change 2023-2024**
Driving Under the Influence (DUI)	6	6	7.1	2	2	200%

Traffic Enforcement						
Call Type	**2024 JAN**	**2023 JAN**	**3-YR MO. AVG**	**2024 YTD**	**2023 YTD**	**% Change 2023-2024**
Traffic Tickets Issued	118	80	118	118	80	48%
Written Warnings	115	56	116	155	56	177%
Traffic Stops	464	273	327	464	273	70%

1 YTD numbers are verified monthly, which may result in updated data.

2 As of December 2022, traffic crash statistics are reported through CARFAX.

Priority 3: Employees

Goal 1: Attract and retain the highest quality employees

Goal 2: Train and develop employees

Goal 3: Recognize employee accomplishments

Sworn Staffing Levels				
Year	**Officer Total Turnover**	**Total FTE**	**Total Turnover Rate**	**% Change from prior year**
2024	1	95	1.0%	-81%
2023	5	92	5.4%	-41%
2022	8	87	9.2%	84%
2021	4	80	5.0%	-50%
2020	8	80	10.0%	-12%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (incl. Vol.)
JAN	93	2	34.5	129.5	22	7	152.50
Authorized FTE positions:	95	Authorized FTE positions:	34.5	129.5			

Training Hours						
Total Hours	**2024 JAN**	**2023 JAN**	**3-YR MO. AVG**	**2024 YTD**	**2023 YTD**	**% Change 2023-2024**
Internal/External	852	930	852	852	930	-8%

Types of Trainings	Hours per Type
Internal/In-service (Taser and Less Lethal weapons re-certifications)	612
External Training (Crime Analysis for Small Jurisdictions, SRO Arrest Control, Advanced Traffic Stops, Search and Seizure Instructor Certification, Train the Trainer, Petitioner Training, Special Olympics Conference, Basic SRO, SWAT Precision Rifle Response to Active Threat)	240

Accomplishments / Recognition						
Type	**2024 JAN**	**2023 JAN**	**3-YR MO. AVG**	**2024 YTD**	**2023 YTD**	**% Change 2023-2024**
Compliments/Commendations	5	5	11.5	5	5	N/A
Recognition/Awards	1	0	5.9	1	0	100%

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	2024 JAN	3-YR MO. AVG[1]	2024 YTD	2023 JAN	% Change 2023-2024
CFS TOTAL, includes all call sources	4,984	4,872.2	4,984	4,062	-23%
Priority 1 Calls For Service	71	98	71	1,989	30%
Priority 2 Calls For Service	1,038	996	1,038	930	-12%
CFS, excludes self-initiated radio calls	2,279	2,273.8	2,279	2,039	-12%

1 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 (secs)	Answer Time ≤10 secs	Answer Time ≤15 secs	AVG Call Length (secs)
JAN	523	17	3.81	97.9%	99.8%	185.4
DEC	601	19	3.90	98.5%	99.8%	157.2
NOV	606	20	3.55	99.0%	100.0%	169.4
2024 YTD	523	17	3.81	97.9%	99.8%	185.4
21-23 Monthly AVG	556	18	3.47	98.7%	99.8%	185.4
Non-Emergent Calls	# of Calls	Avg per Day	APCO/NENA Standard:[2]	90%	95%	N/A
Administration Calls (MO)	3,623	117				
Outbound Calls (MO)	976	31				
Administration Calls (YTD)	3,623	117				
Outbound Calls (YTD)	976	31				

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

Animal Control Unit (ACU) Monthly Response Comparison
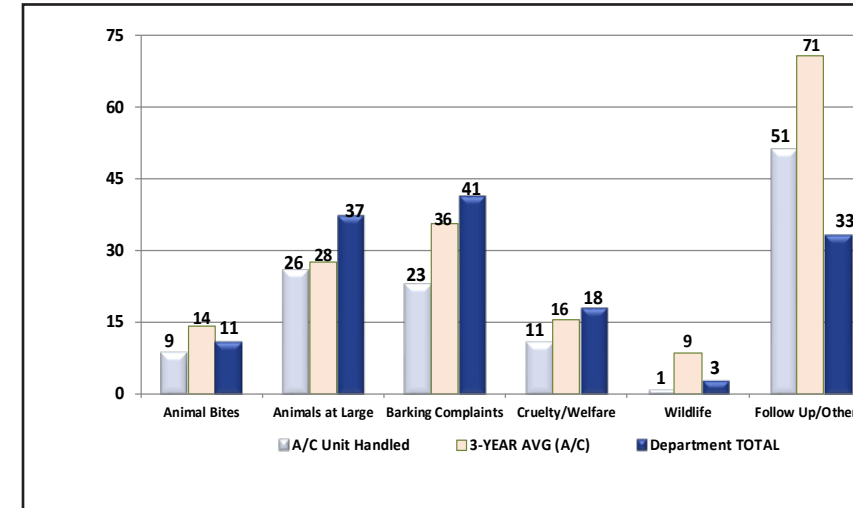
ACU Percentage of CRPD's Total Calls for Service (CFS)	
Call Types	ACU %
Animal Bites	82%
Animals at Large	70%
Barking Calls	56%
Cruelty/Welfare	61%
Wildlife	33%
Follow-up/Other[1]	155%

1 ACU responds on other departmental-call types, incl. patrol-related calls for service.

Property & Evidence
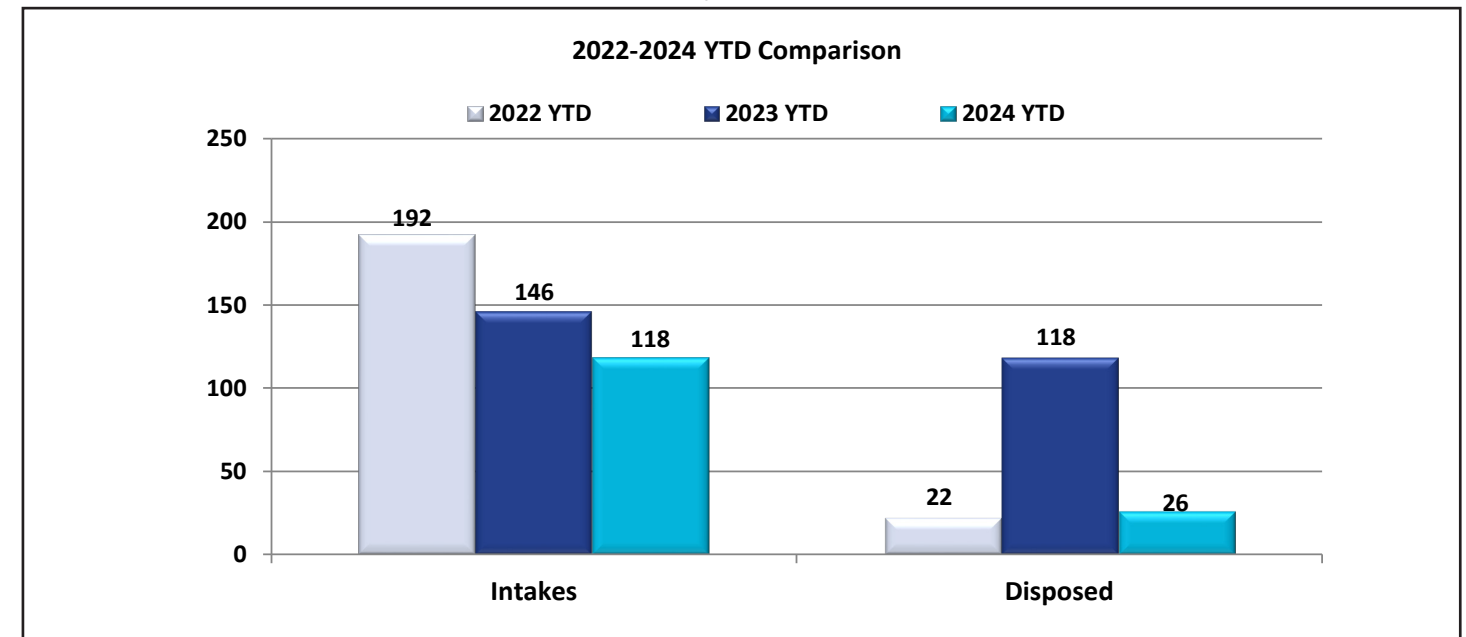

2022-2024 YTD Comparison

Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
JAN 2024	118	379	457	63	0	27	325	365
JAN 2023	129	418	417	34	1	4753	3	412
% Change 2023-2024	-9%	-9%	10%	85%	100%	-86%	800%	-21%
3-YR MO. AVG.	109	654	678	76	2	13	96	598

* Felony drug cases

Total Reports Requested

Three-Month Comparison

Year-to-Date (2022-2024)
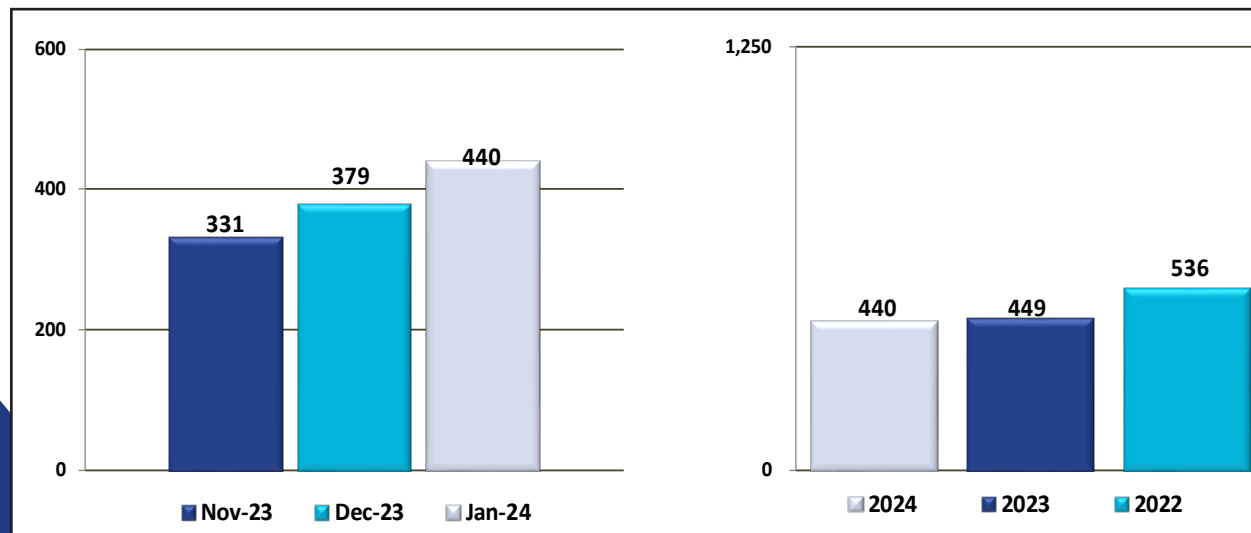
Records Unit Monthly Workload
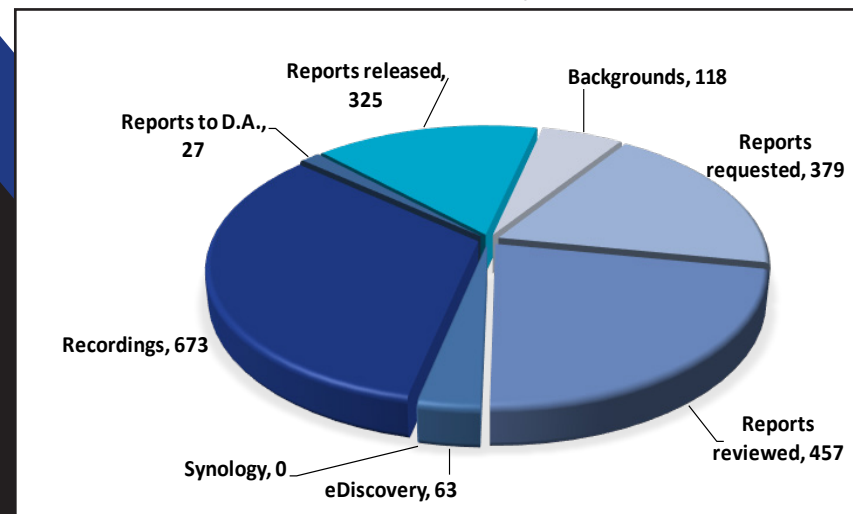
Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs

Running Program Types	2024 JAN	2023 JAN	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Crime Free Multi-Housing	1	1	2.1	1	1	0%
Crime Free Self-Storage	0	8	0.9	0	8	-100%
Rock Watch	0	22	75.4	0	22	-100%
CPTED (Crime Prevention)	1	0	2.7	1	0	100%
R-U-OK	0	0	2.4	0	0	0%
Total Activity	2	31	83.6	2	31	-94%

Note: For more information on the above programs, visit CRgov.com/**Police**.

Volunteer Hours

Unit Hours	2024 JAN	2023 JAN	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Explorer Unit	144	99	205.0	144	99	45%
Victim Advocates	446	401	313.3	446	401	11%
Volunteers in Policing (CSVs, Admin)	45	30	294.4	45	30	50%
Total	635	530	947.7	635	530	20%

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)

AUG 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	20,990	4,913	41,530	4,114
Number of Posts	25	21	10	19
Total Viewer Engagement	13,455	46	37,693	10,782
	Police		Town	
Total Call Outs or Incident Response	4		0	
TOTAL				
Media Inquiries	4			

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

Community Response Team (CRT) Dashboard

Monthly 2024 Call Types

- Calls for Service (other), 18
- Mental Health Holds, 4
- Welfare Checks, 7
- Agency Assists, 3
- Follow-ups, 68

CRT Total Calls for Service (YTD)

- 2022 YTD: 45
- 2023 YTD: 71
- 2024 YTD: 104

Domestic Violence Lethality Assessment Program (LAP)

Call Type	2024 JAN	3-YR MO. AVG	2023 YTD	2023 YTD	% Change 2023 - 2024
DV Investigations	24	36	293	37	-35.1%
DV Arrests- Misdemeanor	5	8	63	5	-17%
DV Arrests- Felony	0	8	16	5	-100%
DV ARRESTS TOTAL	**5**	**10**	**79**	**11**	**-55%**

The LAP tool is designed to reduce risks, save lives and involves an assessment to determine risks in collaboration with community-based victim service providers. More information: LethalityAssessmentProgram.org

ePoliceReporting

Online Crime Reports	2024 JAN	2023 JAN	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Reports received	23	30	40.0	23	30	-23%

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 and may also leave comments. 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
JAN	292	162	140	12	1	3	6
DEC	283	146	134	4	2	2	4
YTD*	292	162	140	12	1	3	6

Department Highlights

Top Social Media Post

January 30 5:18pm

In 2023, Castle Rock was named the 10th safest suburb in the nation by SmartAsset. As we look ahead to 2024, Castle Rock Police Chief Jack Cauley credits our successes to three main factors:

People: We invest in our team members by providing quality training and the best equipment available. We are laser focused on creating a healthy organizational culture where our team members can thrive internally so that positivity can translate to our everyday interactions with the community. We call this our One-By-One Policing philosophy.
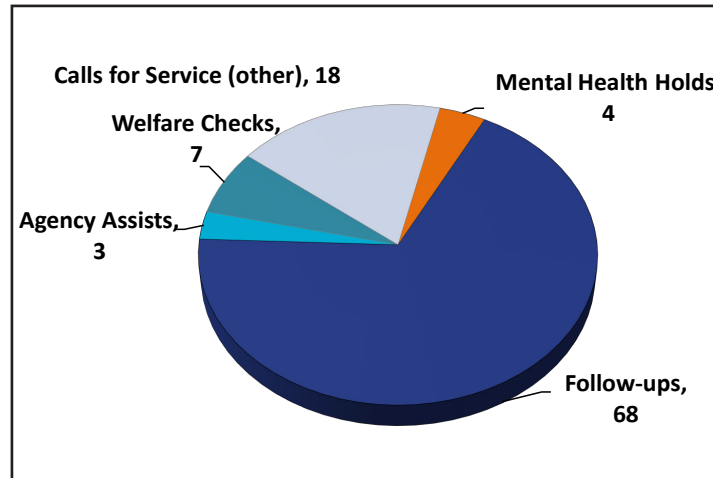
Innovation: The ability to innovate is key. We embrace the latest technology and best practices to problem solve and address crime.

Community: Policing is a team effort. Creating safe communities must involve community trust and partnerships. We are grateful for Castle Rock's support and it's something we don't take for granted. Each and every day, we work on strengthening these relationships through every individual interaction.
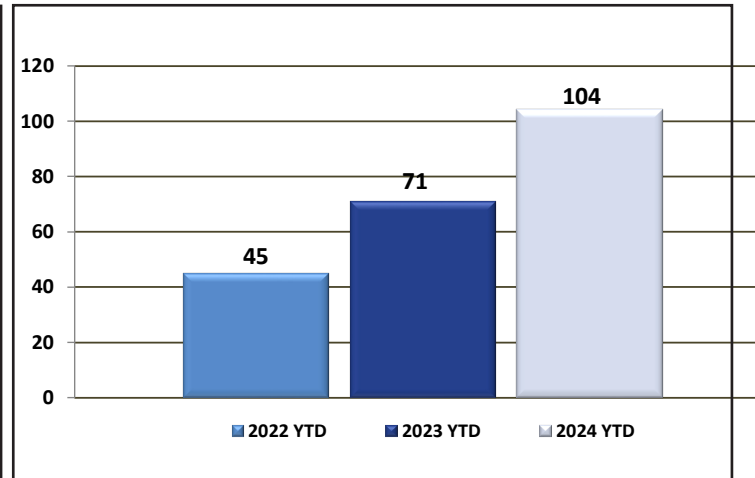
Thank you for your support, Castle Rock. We are so fortunate to serve this community!

K9 Unit
Officer Fellows and Shogun

Patrol Deployments: 0

Narcotics Deployments: 5

The K9 Unit deployed 5 times on narcotics vehicle sniffs. These contacts removed methamphetamine, fentanyl and numerous drug paraphernalia from the streets of Castle Rock.

Training: 30 hours

Officer Fellows and Shogun trained a total of 30 hours.

Shogun

*K9 Protect** is a term used when a K9 is on 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, and higher risk attempts to contact.