



2024-2029

Five-year Strategic Plan



Message from the Chief

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Officer Coyle prepares a crowd of kids for a CRPD Splash Mob event.



Local businessowners stop by CRPD with their family to drop off a generous donation of sweet treats.

Contact us

Castle Rock Police Department
100 N. Perry St., Castle Rock CO 80104
303-663-6100

@crpoliceco



I am pleased to introduce our department's Five-Year Strategic Plan.

We maintain a clear vision for providing a safe and secure community while protecting the vulnerable from harm.

This community and team member-driven strategic plan establishes a vision for the future and outlines the Police Department's road map for ensuring a safe and secure environment over the next five years.

Our department's approach to serving the Castle Rock community is unique. Our vision is to serve people one-by-one so together, we can create environments that are safe and secure and where people can thrive. You will read more about One-by-One Policing throughout this plan.

During the last five years, the Town of Castle Rock experienced many exciting changes within the community, including growing from 69,338 residents to our current population of 84,830. As our community continues to expand, the next five years will be equally as exciting. The Strategic Pillars that will guide us include People, Innovation and Community, with a Policing Focus on Crime, Traffic Safety and Quality of Life.

The Five-Year Strategic Plan stresses the importance of community-wide cooperation to accomplish each priority successfully. It also demonstrates how deeply committed the Castle Rock Police Department is providing a high level of service to the community in addition to our residents and team members.

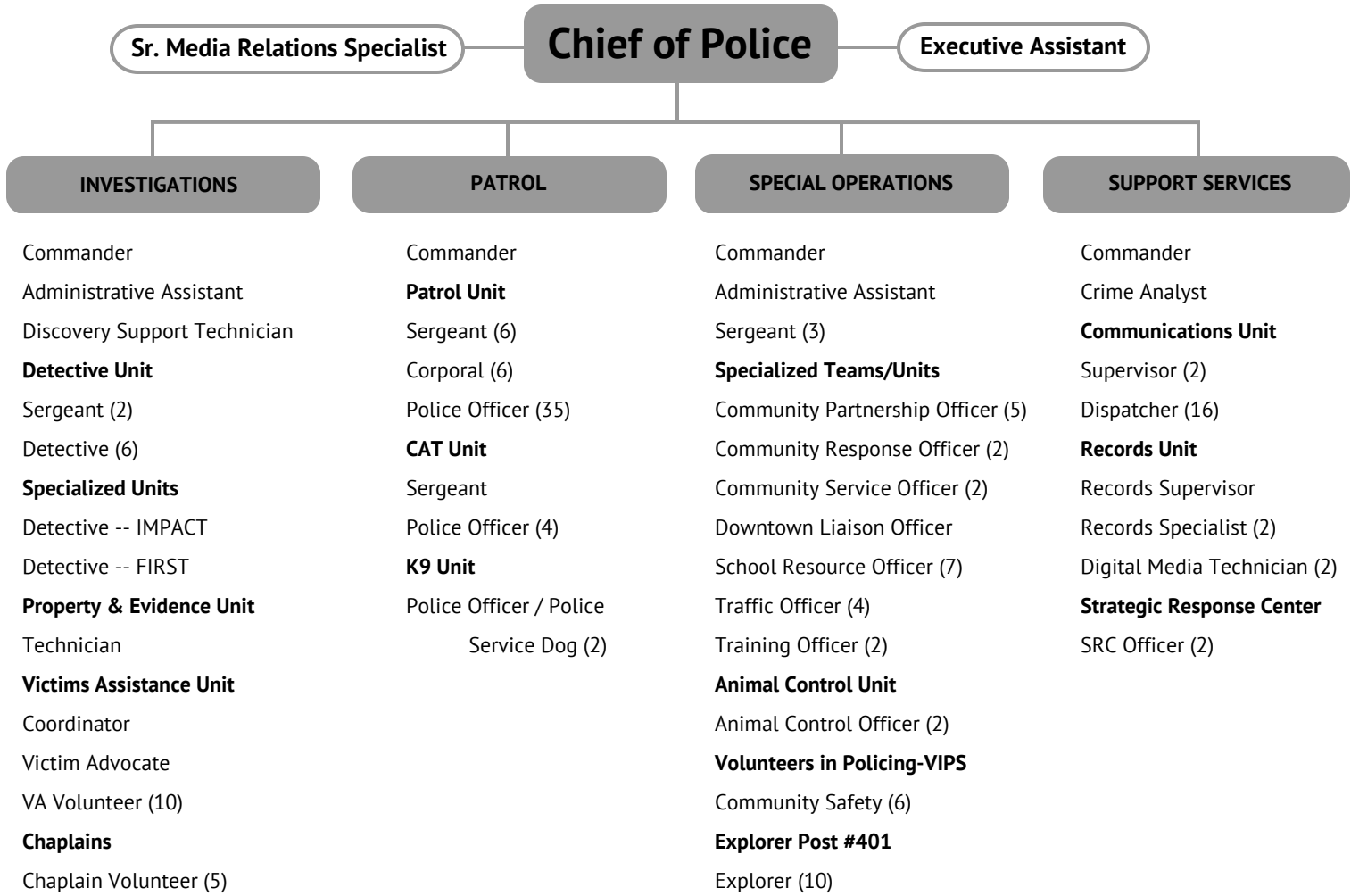
I encourage you to review the plan as it is our blueprint to success. We look forward to the future and are excited to continue our partnership with the Castle Rock community in creating environments that are safe and secure and where people can thrive.

Sincerely,

Jack Cauley
Chief of Police



2024 Organizational Structure



Total employed members: 131
 Sworn (96)
 Professional (35)
Volunteers: 31
 Volunteers (21)
 Explorers (10)



Officer Thompson talks to young residents during a Dirt Jumps and Donuts event at Rhyolite Park.



Our Pillars

One-By-One Policing

By serving people one-by-one, together, we can create safe and secure environments 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 that is central to the department's mission of providing a safe and secure community and protecting the vulnerable from harm.

The tenets of One-By-One Policing include:

- Serve people as individuals – Shift away from the idea of serving a community or group of people and focus on serving individuals, one person at a time.
- Create safe and secure environments – Build a Circle of Safety to create environments that are both physically and psychologically safe.
- Help people thrive – When individuals feel seen, heard and understood, both within our organization and within the Castle Rock community, cooperation flourishes. This allows our community, organization and individuals to thrive.

One-By-One Policing is a philosophy that emphasizes serving people individually. It starts with team members who are dedicated to keeping their community safe. To gain the trust of those we serve, police leaders must first earn the trust of their team members, one by one. This involves creating a positive workplace culture where everyone feels safe, inspired and valued. Without trust, our team cannot provide the best service possible.

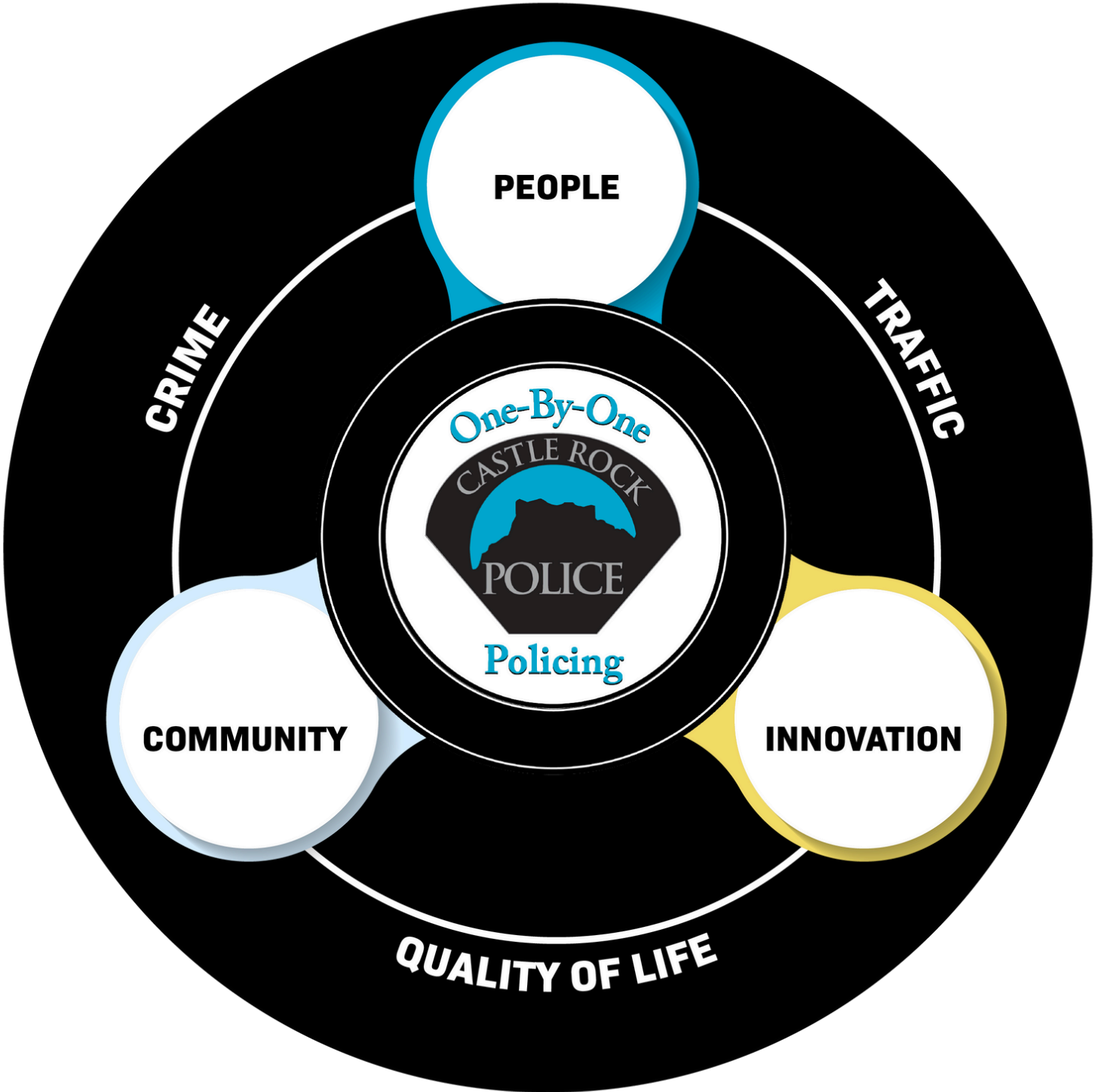
Creating a safe and secure community requires police leaders to earn the trust of their team members and provide them with a secure working environment. If they work in an environment with little or no trust, they won't be able to effectively engage with the public and build trust with the community. By earning the trust of their team, police organizations can earn the trust of the people they serve. One-By-One Policing aims to build trust, one person at a time.

People – Innovation – Community

Our One-By-One Policing philosophy of focusing on serving individuals, one person at a time, creating environments that are both physically and psychologically safe and where people can thrive, is supported by our three strategic pillars: People, Innovation and Community.

- **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. This is at the heart of 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 interaction.



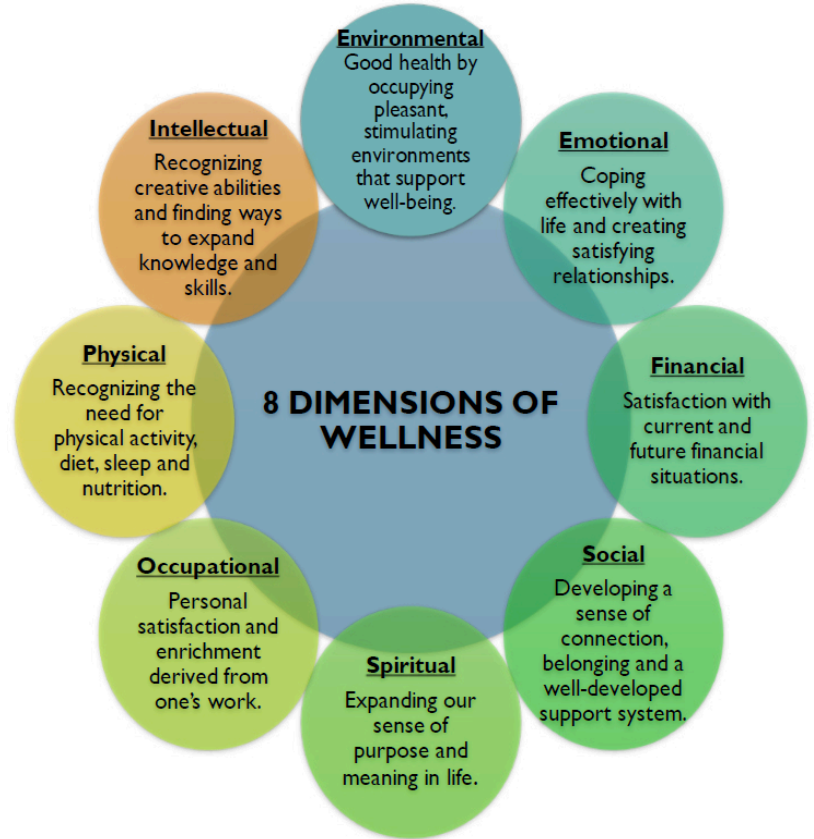




Pillar: People

The Police Department is committed to providing high-quality service to the community while maintaining its reputation as one of the most highly regarded police agencies in the United States. A strong organizational culture is essential to attracting the best talent and retaining valued team members. A highly trained and well-equipped team ensures the highest level of police service is provided to our community.

The professional development for our team members with a focus on wellness is paramount to the department's continued success. The Castle Rock Police Department accomplishes this through the "8 Dimensions of Wellness" which was designed to put an emphasis on physical, intellectual, environmental, emotional, financial, social, spiritual and occupational wellnesses to best serve team members.



Goal	Strategic Action
<p>Promote and provide an intentional focus on people through the 8 Dimensions of Wellness.</p>	<p>Emotional: Mental Health program, Peer Support</p>
	<p>Environmental: In the Details program, quiet rooms, shift-differential, shift bidding and rotations</p>
	<p>Financial: Competitive compensation (Public Safety pay scale), financial education (part of overlap training), Fire and Police Pension Association (FPPA), social security</p>
	<p>Intellectual: Encourage team members to participate in developing procedures, training investments (internal and external), tuition reimbursement (Town)</p>
	<p>Physical: eFit program (CRPD), Healthy Living program (Town), Wellness program (CRPD)</p>
	<p>Social: Community and informational boards (connection with culture), Family Academy, family events hosted by CRPD, organizational chart (navigate faces with names), policing family culture</p>
	<p>Spiritual: Chaplain program</p>
	<p>Occupational: Accomplishments / recognition program, annual department survey, annual one-on-one meetings with members, awards program, Command Connect meetings, Master Police Officer (MPO) program, One-By-One Policing philosophy, training investment (internal and external)</p>

Pillar: Innovation



The Castle Rock Police Department is dedicated to utilizing innovative methods to bring about positive changes in the policing profession. Our department is committed to being innovative in all aspects related to planning, research, development and the use of new or improved technology, equipment and techniques. Our goal is to implement "best practices" and use technology to reduce and prevent crime, enhance the safety of both our team members and citizens, promote transparency of our profession and increase efficiency and effectiveness in our mission.

To advance the policing profession, the Castle Rock Police Department is creating a culture of innovation that empowers team members to find creative solutions to problems and offer better ways to deliver services and experiences to the Castle Rock community. We recognize the status quo is never enough. Therefore, the Castle Rock Police Department is committed to staying ahead of changes in technology and best practices and adapting to the ever-changing challenges that public safety presents. True innovation involves a combination of creativity, lateral thinking, problem-solving and applied logic. By innovating, we can maximize our resources while continuing to provide high-quality services to our community.



The Castle Rock Police Department uses drone technology to keep an eye in the sky protecting the Town.



Castle Rock Police therapy dogs support students at Town schools. Pictured from left to right: Rocket, Ru and Buttercup.

Goal	Strategic Action
<p>Lead the policing profession in innovation by becoming early adopters of technology and practices</p>	<p>Enhance transparency, accountability and the overall safety of both officers and the public through the use of technology to include body-worn and in-car cameras</p>
	<p>Drones as a first responder program</p>
	<p>Train on de-escalation techniques with an emphasis on crisis intervention, co-responder units and active bystandership as well as the use of less-lethal practices to include launchers, tasers and specialty impact munitions</p>
	<p>Utilize the most comprehensive network of technology to include a Town-wide camera system and license plate readers to support a real-time crime center</p>
	<p>Effective placement and use of police therapy dog teams (schools, co-responders and Peer Support)</p>
	<p>Dispatch center using emerging technology to support rapid response and intelligence-led policing</p>
<p>Continuous development and implementation of leading-edge policing tactics</p>	



Pillar: Community

The Police Department's One-By-One Policing philosophy is firmly rooted in connecting with our community and serving people individually to create safe and secure environments. The primary organizational goal is working cooperatively with residents, community groups and public and private organizations. This helps identify and resolve issues that potentially affect the quality of life for the Town as a whole.

Community-based police departments recognize police cannot effectively address crime and quality of life issues alone but must instead partner and collaborate with stakeholders who share a mutual responsibility for resolving problems. Community policing stresses prevention and facilitates early identification of issues, embraces accurate and transparent communication practices and engages in timely intervention to deal with concerns before they become unwieldy problems. Our team members embrace this philosophy and strive daily to not only meet but exceed community expectations.



Officers hand out free frozen treats to local youth at Founders Park from its Frosty Five-O treat trailer.



Officer Lastra talks with residents during National Coffee With A Cop Day hosted by a local McDonald's.

Goal	Strategic Action
Host opportunities for community engagement	Citizens Police Academy, Explorer Post, National Night Out, Touch-A-Truck, RUOK?, Coffee With A Cop, CRPD Five-O Trailer, Youth Police Academy
Provide crime prevention programs and initiatives	Crime Free Multi-Housing, Crime Prevention Through Environmental Design, Rock Watch, National Night Out, neighborhood watch programs and the Bike Patrol program
Operate an active volunteer program	Utilize Community Safety Volunteers, Explorers, and Victims Assistance Unit volunteers to involve community members in supporting law enforcement efforts
Continue to foster partnerships with stakeholders	Key Holder program, Downtown Liaison Officer, Public Safety Commission, School Resource Officer program
Maintain open and transparent communications	Social media, news releases, website, community presentations
Actively seek feedback from the community	Utilize customer (citizen) survey tools to evaluate and critique police service, participate in Town-wide biannual citizen survey

Policing Focus: Crime



Castle Rock has consistently been named one of the safest communities in Colorado and the United States. Within neighborhoods and throughout the Town, crime rates and patterns vary over time. By analyzing statistical data, the Castle Rock Police Department can effectively concentrate and adjust its resources in specific areas experiencing higher crime rates and even target known repeat offenders.

Local business owners, community leaders, residents and visitors play a vital role in reducing crime and its impact throughout the Town. Increased communication between the Police Department and community members will allow all police divisions to concentrate resources in areas to truly make a difference in improving the overall quality of life in Castle Rock.

Additionally, CRPD will work to educate the public on the ways they can prevent some of the most common types of crimes in our community from occurring (i.e. vehicle break-ins). These efforts include social media, partnerships with HOAs and community events.



Chief Cauley works with officers in the Police Department's Strategic Response Center.



Evidence seized during a criminal investigation.

Goal	Strategic Action
<p>Maintain or reduce crime rate and provide a sense of safety</p>	Operate a real-time crime center with dedicated response capability
	Apply intelligence-led and data-driven policing through a dedicated crime analyst
	Participate in regional investigative task forces to include Colorado Organized Retail Crime Alliance (COORCA), FIRST and Impact units
	Participate in the Douglas County Regional SWAT Team
	Utilize a Community Action Team to address specific crime trends
	Provide resources on all Victim Rights Amendment (VRA) crimes and traumatic incidents (i.e. domestic violence, sexual assault, death)
	Enhance crime prevention through public education and community engagement
	Investigate, collect and preserve evidence
Continue to cultivate relationships with local, state and federal agencies	



Policing Focus: Traffic Safety

Traffic safety is one of the Police Department's foremost concerns for our growing community. One of CRPD's key priorities is to promote safe travel on our roadways for motor vehicles, pedestrians, cyclists and other recreationalists. This is achieved through directed efforts, education and collaboration.



CRPD's Traffic Unit mitigates traffic during an incident on Founders Parkway.

Goal	Strategic Action
Monitor, evaluate and respond to incidents and areas of concern	Assess high crash locations and school zones through data analysis and citizen input
Participation with State-funded safety campaigns	Click It or Ticket, DUI enforcement
Provide advanced investigative capabilities through specialized personnel, technology and training	Specialized crash investigation including 3D and aerial mapping, crash reconstruction and event data recorder and video analysis
Contribute to the collective traffic safety narrative	Collaborate with traffic safety partners to include Town of Castle Rock Public Works, Colorado Department of Transportation, Colorado State Patrol
Conduct community-wide traffic safety awareness efforts	Educational outreach, high-visibility patrols and enforcement campaigns, school programs, community events



Policing Focus: Quality of Life

In addition to its primary focus of crime prevention and community engagement, the Castle Rock Police Department plays a vital role in enhancing residents' quality of life by addressing a range of non-criminal concerns.

Beyond attending community events and Homeowners Association (HOA) meetings to foster dialogue and build relationships, the department actively educates residents on strategies to enhance their quality of life and collaborates with them to address various issues. These include traffic management to ensure safe and efficient transportation, proactive measures to mitigate noise disturbances, and collaboration with local agencies to address environmental and health-related concerns.

Furthermore, the department actively participates in initiatives aimed at promoting public health and well-being. This includes conducting welfare checks on vulnerable individuals, to include the elderly through our RUOK? program and unhoused individuals. By prioritizing these quality of life issues, the Castle Rock Police Department remains dedicated to fostering a safe, harmonious, and thriving community for all its residents.





The Castle Rock Police Department is committed to a path forward that involves being leaders in the policing profession. To thrive in the current and future policing environment, we must embrace and adapt to change by evaluating and adopting best practices, leading-edge technology, while providing a healthy organizational culture.

Castle Rock is a thriving, fast-growing community. By 2024, the Town's population is expected to surpass 87,000 residents. This growth will include new neighborhoods and the addition of many new commercial properties and businesses.

To provide the community with a high level of service, the Police Department must monitor growth trends and respond appropriately with staffing and resources. The PD will need to adjust to that demand to effectively meet the needs of an increased population. In order to continue to create a safe and secure environment, strategies may include hiring personnel and acquiring physical resources. Additionally, the department will continue to implement innovative methods for providing quality services to the entire community.



A double rainbow is seen over the Philip S. Miller Park pavilions during CRPD's National Night Out event.

Goal	Strategic Action
Focus on people	Lead from the heart, positively influence our organization and the policing profession by continuing to shape and promote our healthy culture
	Develop, support and care for our team members
	Consistently demonstrate and reinforce our One-By-One Policing philosophy
	Support and invest in the 8 Dimensions of Wellness
	Lead with an infinite mindset
	Earn trust of team members
	Identify and retain community-minded team members who possess qualities and characteristics needed for a modern-policing approach
Monitor Police Department workload	Analyze number of calls for service, response times and calls handled by dispatch
Monitor Town growth	Analyze forecasted growth to assist with future resource allocation
	Evaluate Police Department workspace needs to accommodate future growth
Engage in national police organizations	Continue membership and engagement with the International Association of Chiefs of Police and the Police Executive Research Forum



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.

Vision

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



A bright sunset sets over the Rock and Castle Rock Police Department.