May 2023

Photo Credit: Officer S. Gillespie (Buttercup at our Fleet shop)

CASTLE ROCK POLICE

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.

"On 5/3/23, I inadvertently and unknowingly exceeded the restrictive speed limit during after-school hours and was stopped by Officer Rosten and his partner [Officer Ives]. He acted most professionally and issued me a warning which I deemed most appropriate and generous! Additionally, he was most courteous and respectful! He and his partner are a credit to our police force."   John J. (5/3/23)

Regarding Sergeant Claton: I received a warm-felt thank you from a very impressed citizen this afternoon. He had called in a welfare check on a female who was involved in some type of verbal altercation. The caller ended up remaining on scene until officers arrived and watched the interaction from a distance. He called back to express that "your police officer was so fast, he checked on the female and I just want to give a great big thank you. I was very impressed with how we (CRPD) take the care to go and check on the female."
                                   Dispatcher Brungardt (5/13/23)

"I had a really good interaction with Officer Lilic. I just wanted to voice and give a good review for him because I think he really deserves it."   Chris M. (5/13/23)

"Thank you to Officer Fellows! Stopped by our neighborhood, talked to our kids, had a great history lesson, answered all our boys' silly typical 8-year old boy questions, gave high fives, knuckle bumps, and was wonderful to all our boys!! Thank you for your service and being an excellent role model for our children!"
                                   Crystal HR (5/28/23)

"...I was driving northbound from Colorado Springs towards [DIA] to catch my flight home...I am not very familiar with driving in Colorado, so I occasionally referred to the Google Maps program on my phone so I wouldn't inadvertently take a wrong exit and end up in Kansas. Apparently, I was drifting over the lane lines, and this caught the attention of Officer Houser. Suddenly, my world lit up with bright flashing lights. Ofc. Houser was alert, professional, and very nice...I passed his scrutiny and did not warrant further investigation, other than to run my license and see if I had warrants or problems with said license. He returned my license with a gentle warning to watch my driving. What I did not tell Ofc. Houser was that I am a retired police Sgt. out of Anchorage, AK. Over the years, I trained and supervised a lot of young officers. I know that my time with Ofc. Houser was just a snapshot, but based on that time, I believe that he is a good man and a good officer. I think I would have enjoyed working with him. You are lucky to have him. I hope your department has many more like him. Stay Safe"
Glen D. (5/13/23)

"Officer Milord, I just wanted to say thanks to you and the other officer for being so professional, I understood you had a job to do and you did well. You both reminded me of my cop son who treats people just like you did, both of you were raised right!! Castle Rock is lucky to have you both!"
                                   Rob D. (5/23/23)

A recent car crash victim relayed "all of the officers and fire department were kind and helpful but Officer Fuino stood out." He stayed with her at the hospital while she was getting checked out and offered her words of support. She "felt safe and comfortable in his presence and Castle Rock Police are doing a great job if they have wonderful officers like Matt."
                                   VA Coordinator Binks (5/21/23)

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:
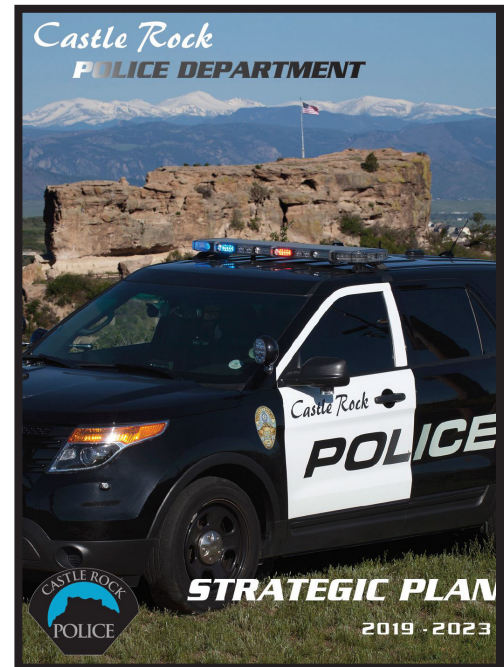
Priority 1: Crime

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

Our Animal Control Unit is a "dog-gone" great team!

Animal Control Officers Dave Hutchings and Ed Young patrol the Town of Castle Rock, proudly providing CRPD's One-By-One Policing service to all of our non-human residents (they're pretty good to the humans, too). In 2022, they led the Town's "Report a Concern" (eTRAKiT) statistics, accounting for 51 percent of all police department's online requests for assistance (e.g., barking dogs, off leash, aggressive/abused animals). This trend has continued through May of 2023. We appreciate their genuine passion for animal welfare and dedication to enhancing our community education and safety.

Hutchings has worked as a CRPD Animal Control Officer for 15 years and has over 30 years of animal-related services. Young has been working with CRPD for approximately 4 years and has over 18 years of experience. Young is also on the Board of Directors for the Animal Welfare Association of Colorado (AWAC).

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	2023 APR Crime	2022 APR Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Homicide	0	1	0.1	0	1	-100%	0 (0%)
Sex Offenses - Forcible	1	0	2.2	2	8	-75%	0 (0%)
Domestic Violence	8	12	15.2	52	54	-4%	49 (94%)
Aggravated Assault	1	0	1.6	2	2	0%	1 (50%)
Total Persons Crimes	**10**	**13**	**19.1**	**56**	**65**	**-14%**	**50 (89%)**

Property Crime Offense	2023 APR Crime	2022 APR Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Burglary	6	5	6.6	30	18	67%	2 (7%)
Fraud/Forgery	18	20	37.1	61	77	-21%	4 (7%)
Motor Vehicle Theft	8	2	6.8	29	13	123%	1 (3%)
Robbery	0	0	0.4	0	1	-100%	N/A
Theft from Motor Veh.	9	13	17.1	27	46	-41%	1 (4%)
Theft	52	52	60.8	186	240	-23%	45 (24%)
Vandalism	19	19	30.4	96	96	0%	18 (19%)
Total Property Crimes	**112**	**111**	**159.2**	**429**	**491**	**-13%**	**71 (17%)**

Total Crime Offense	2023 APR Crime	2022 APR Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Total Persons Crimes	10	13	19.1	56	65	-14%	50 (89%)
Total Property Crimes	112	111	159.2	429	491	-13%	71 (17%)
Total Crimes	**122**	**124**	**178.3**	**485**	**556**	**-13%**	**121 (25%)**

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

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**
MAY	76	1.63	0.62	**6.02**	75.34
APR	82	1.41	0.65	**5.91**	57.34
MAR	64	1.95	0.45	**7.32**	67.92
2023 YTD	**372**	**1.68**	**0.49**	**6.33**	**66.33**
2022 MON. AVG	**80.7**	**1.50**	**0.31**	**5.72**	**65.71**

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	**2023 MAY**	**2022 MAY**	**3-YR MO. AVG**	**2023 YTD**	**2022 YTD**	**% Change 2022-2023**
Cases assigned - Staff Advocates	28	21	22.6	168	114	47%
Cases assigned - Volunteer Advocates	14	10	11.9	47	60	-22%
Total cases assigned	42	31	34.5	215	174	24%
Total victims served	73	55	62.5	441	306	44%
Volunteer office hours	300	356	2.4	39	36	8%
Call out hours (incl. on-scene, phone)	42	23	30.9	185	158	17%

Victims Assistance Unit Spotlight

For a second month in a row, Victim Assistance from Parker, Lone Tree, Castle Rock and Douglas County Sheriff were honored to have Ami McCarthy from the Colorado Organization for Victim Assistance instruct this month's topic, Cultural Considerations. By understanding differing cultural needs, beliefs, and motivation, victim assistance volunteers can be more effective and better prepared to engage with the community they serve.

Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	**2023 MAY**	**2022 MAY**	**3-YR MO. AVG**	**2023 YTD**	**2022 YTD**	**% Change 2022-2023**
Fatality	1	0	0.0	4	0	*400%**
Injury	6	7	3.0	26	21	24%
Non-Injury	58	67	59.5	354	342	4%
Traffic Crash Total	**65**	**74**	**62.6**	**384**	**363**	**6%**
*Percent increases from zero are not computable; the 400 percent is an estimate."						
Note: As of December 2022, traffic crash statistics are reported through CARFAX.						
Traffic Enforcement						
Traffic Type	**2023 MAY**	**2022 MAY**	**3-YR MO. AVG**	**2023 YTD**	**2022 YTD**	**% Change 2022-2023**
Driving Under the Influence (DUI)	8	14	8.4	27	44	-39%
Traffic Citations (Municipal and State)						
Call Type	**2023 MAY**	**2022 MAY**	**3-YR MO. AVG**	**2023 YTD**	**2022 YTD**	**% Change 2022-2023**
Traffic Tickets Issued	151	110	118.5	700	611	15%
Written Warnings	11	32	140.6	500	290	72%

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
2023	1	90	1.1%	-88%
2022	8	87	9.2%	84%
2021	4	80	5.0%	-50%
2020	8	80	10.0%	-12%
2019	9	79	11.4%	115%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
MAY	89	4	32	125	17	8	150
Authorized FTE positions:	90	Authorized FTE positions:	34.5	124.5			

Training Hours

Total Hours	2023 MAY	2022 MAY	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	1,440	922	726.4	5,485	3,778	45.2%

Types of Trainings	Hours per Type
Internal/In-service (Multiple/team officer response to an active threat)	513
External Training (Undercover operations, introduction to communication technology, professionalizing law enforcement community engagement, AI and ChatGPT: how it is impacting law enforcement investigations, electronic surveillance and major drug investigations, criminal investigations using cellular technologies, Colorado case law all cops need to know, crowd management and liability prevention, focusing on fosters (animal control), search and seizure, active threat/building clearance tactics instructor course, TruCam/ TruVision training (traffic), Intoxilyzer certification, rolling surveillance II, advanced homicide and violent crimes investigations, crime scene training, International Police Mountain Bike Association, emergency vehicle operations, child abduction response team training)	927

Accomplishments / Recognition

Type	2023 MAY	2022 MAY	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	8	10	11.5	41	43	-5%
Recognition / Awards	31	61	5.9	33	69	-52%

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	2023 MAY 90 OFC /61	2022 MAY 87 OFC /58	3-YR MO. AVG	2023 YTD 90 OFC /61	2022 YTD 87 OFC/ 55	% Change 2022-2023
CFS TOTAL, includes self-initiated (SI)	5,237	4,236	4,872.2	22,780	21,751	4.7%
CFS, excludes self-initiated (SI)	2,410	2,417	2,148.1	10,420	10,474	-0.5%
Year-to-Date (Per 1,000 citizens)	**64.4**	**52.1**		**280.2**	**267.7**	**4.7%**
CFS per Officer, excludes self-initiated	26.8	27.8		115.8	120.4	-3.8%
CFS per 1st Responder, excl. self-initiated	39.5	41.7		170.8	180.6	-5.4%

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 (secs)	Answer Time ≤10 secs	Answer Time ≤15 secs	AVG Call Length (secs)
MAY	561	18	3.73	98.0%	99.6%	173.5
APR	460	15	3.64	97.8%	99.4%	186.4
MAR	466	15	3.55	98.7%	100.0%	200.4
2023 YTD	**2,445**	**16**	**3.58**	**98.5%**	**99.7%**	**191.3**
2022 Monthly AVG	520.5	16.3	3.36	97.8%	99.7%	185.4

| Non-Emergent Calls	# of Calls	Avg per Day	APCO/NENA Standard:*	90.0%	95.0%	N/A
Administration Calls (MO)	4,451	144				
Outbound Calls (MO)	1,022	33				
Administration Calls (YTD)	**19,952**	**131**				
Outbound Calls (YTD)	**4,935**	**32**				

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

Downtown Liaison Officer (DLO)

Type	2023 MAY	2022 MAY	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Parking Enforcement/CFS	24	47	151.8	316	363	-12.9%
Parking Warnings	0	1	47.9	24	41	-41.5%
Parking Tickets	1	25	40.7	86	143	-39.9%

Animal Control Unit (ACU) Monthly Response Comparison
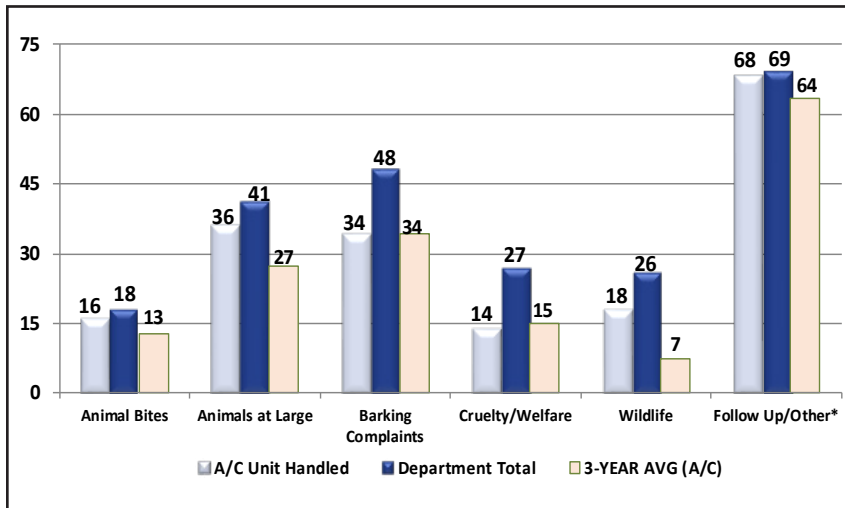
ACU Percentage of CRPD's Total Calls for Service (CFS)

Call Types	ACU %
Animal Bites	89
Animals at Large	88
Barking Calls	71
Cruelty/Welfare	52
Wildlife	69
Follow-up/Other*	99

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

Property & Evidence

3-Month Comparison

2021-2023 Year-to-Date
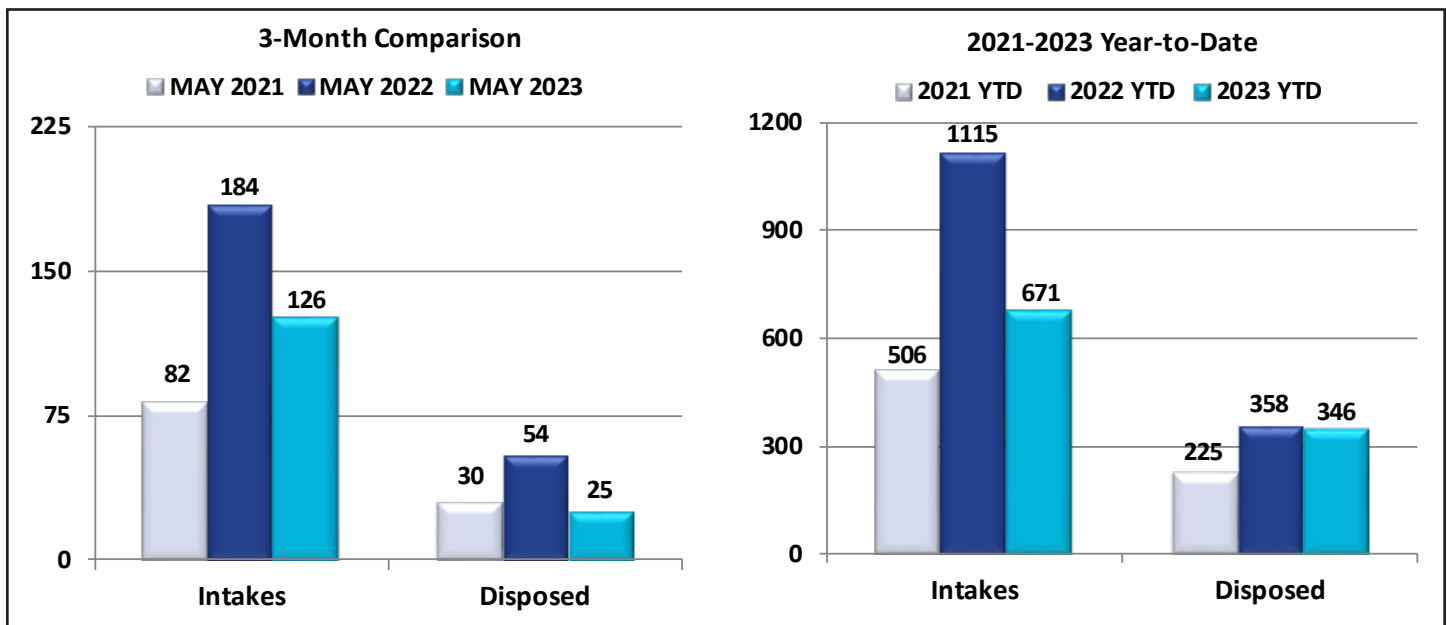
Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
MAY 2023	143	343	450	38	0	661	2	290
MAY 2022	99	658	644	55	1	1,154	6	613
% Change 2022-2023	44%	-48%	-30%	-31%	-100%	-43%	-67%	-53%
3-YR MO. AVG.	107	575	569	58	2	1,141	4	549

* Felony drug cases

Total Reports Requested
Three-Month Comparison | Year-to-Date (2021-2023)
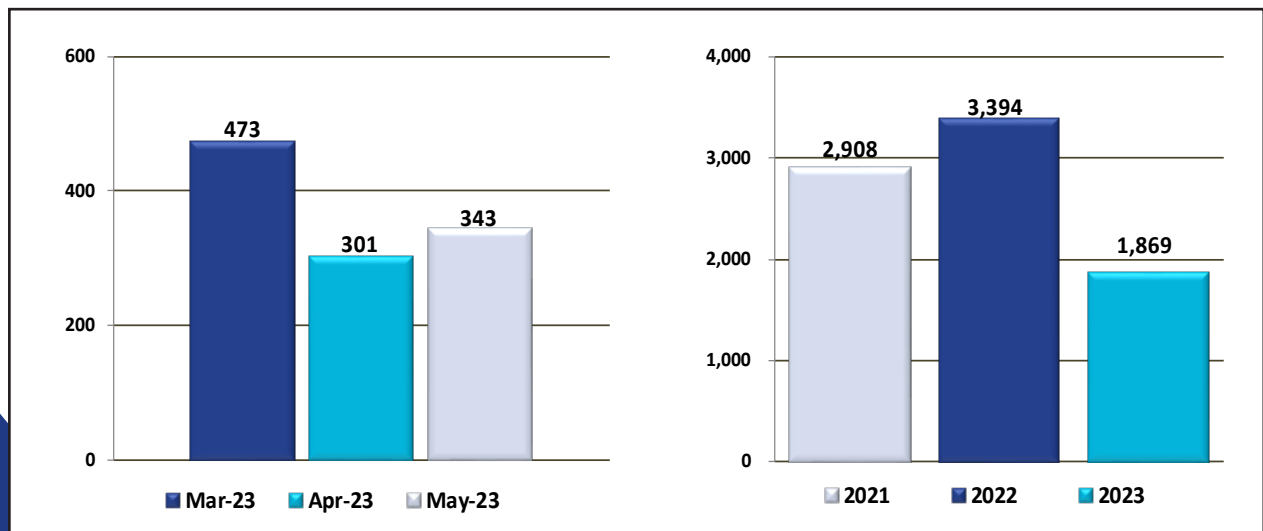
Records Unit Monthly Workload
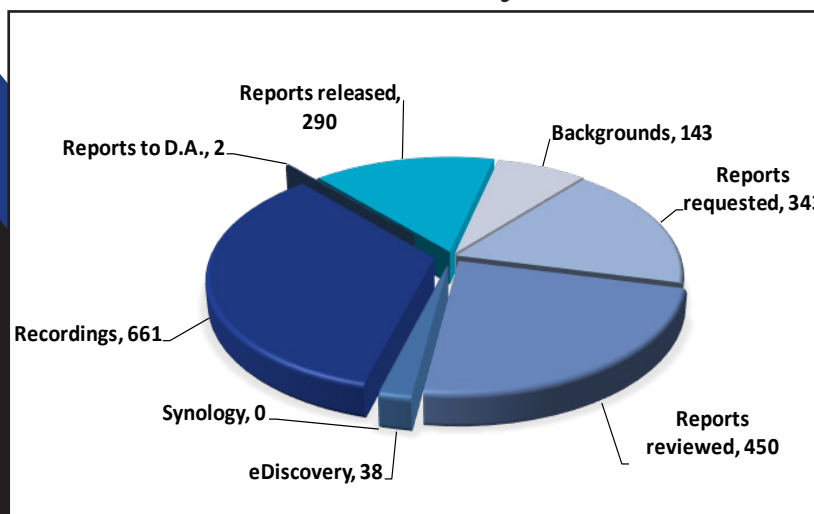
Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs

Running Program Types	2023 MAY	2022 MAY	3-YR MO. AVG	2023 YTD	2022 Year-End	% Change 2022-2023
Crime Free Multi-Housing	0	0	2.0	25	25	0%
Crime Free Self-Storage	0	0	0.7	8	8	0%
Rock Watch	1	35	69.1	906	886	2%
CPTED (Crime Prevention)	1	0	1.9	39	34	15%
R-U-OK	2	9	1.6	37	33	12%
Total Activity	**4**	**44**	**75.3**	**1,015**	**986**	**3%**

Notes: Rock Watch 2022-2023 YTD statistics were revised for accuracy. R-U-OK totals periodically fluctuate as members enter or leave the program.

Volunteer Hours

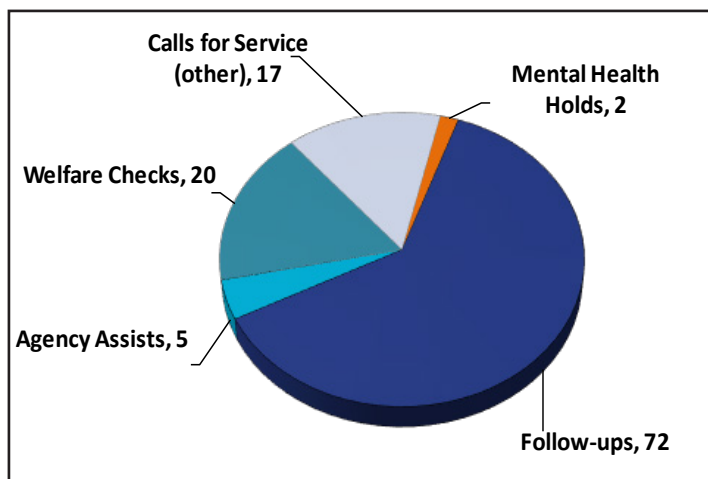| Unit Hours	2023 MAY	2022 MAY	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	133	203	150.7	709	1,162	-39%
Victim Advocates	300	356	463.2	1,720	1,992	-14%
Volunteers in Policing (CSVs, Admin)	22	76	104.7	130	295	-56%
Total	**455**	**635**	**718.6**	**2,559**	**3,449**	**-26%**

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)

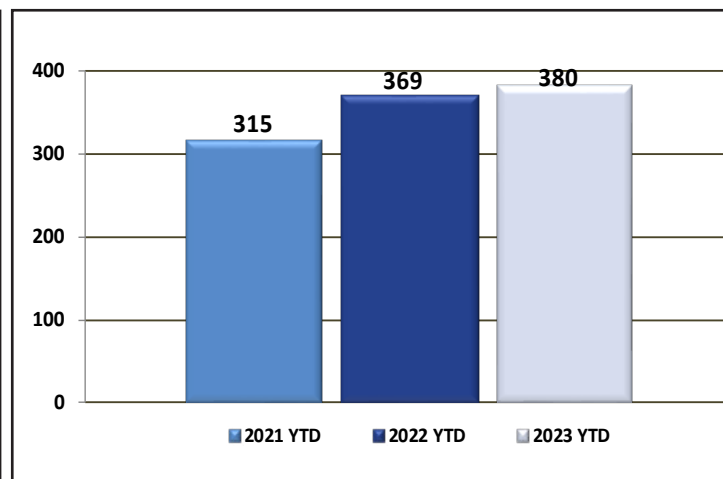| MAY 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	19,340	4,507	39,143	3,763
Number of Posts	14	7	5	10
Total Viewer Engagement	**23,412**	**30**	**5,318**	**1,504**
	Police		Town	
Total Call Outs or Incident Response	1		0	
	TOTAL			
Media Inquiries	10			

& Practices

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

Community Response Team (CRT) Dashboard

Monthly 2023 Call Types

Calls for Service (other), 17
Mental Health Holds, 2
Welfare Checks, 20
Agency Assists, 5
Follow-ups, 72

CRT Total Calls for Service (YTD)

315 — 2021 YTD
369 — 2022 YTD
380 — 2023 YTD

Domestic Violence Lethality Assessment Program (LAP)

Call Type	2023 MAY	2022 MAY	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Total LAP reports completed	12	9	9.9	56	52	7%
High-risk reports	5	2	4.5	25	18	39%

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

ePoliceReporting

Online Crime Reports	2023 MAY	2022 MAY	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	32	29	44.1	131	146	-10.3%

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
MAY	119	50	46	2	0	1	1
APR	127	68	58	4	3	1	2
YTD*	572	275	242	14	5	5	9

PIO Temby's Corner

Top Social Media Post

May 5 at 1:18 PM

We've said it before, we'll say it again: the Castle Rock Police Department's successes can be attributed to people, innovation and community. Earlier this week, CRPD's dispatch center received a call in the early morning hours about a suspicious vehicle. It was occupied by multiple individuals wearing all black and hoodies near a convenience store. When officers arrived on scene, all of the occupants fled on foot. One of the individuals was immediately detained and was discovered to be in possession of a high-capacity pistol magazine. CRPD's patrol team quickly put together a coordinated and sophisticated response, setting up a perimeter and utilizing a drone and K9 team to assist in the search. Not only did officers locate all of the individuals, they also recovered two guns (including one with a scratched-off serial number). K9 Shogun also discovered a third gun one of the subjects stashed under some nearby patio furniture. Read more on [Facebook](#).
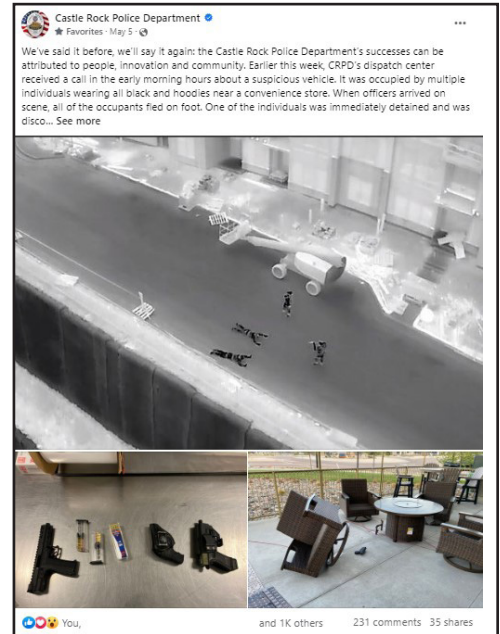
K9 Unit
Shogun & Maverick

Patrol Deployments: 4

Officer Fellows and Shogun were deployed four times on two K9 Protects and two building searches. Officer Gondeck and Maverick were not deployed during May.

Narcotics Deployments: 2

Officer Fellows and Shogun deployed twice on two narcotic sniffs.

Training: 40 hours

The K9 units each trained 20 hours during the 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 of patrol deployments include high-risk traffic stops, higher risk attempt to contact, etc.