

Castle Rock

POLICE DEPARTMENT



February 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 had the privilege of dealing with **Officer A. Lane** yesterday. She was really outstanding, professional, and compassionate with my mom. I really appreciate it and wanted you to know. Thank you."*

Rebecca R. (2/17/21)

*Dispatch received a call to thank **Officers Burns and Yowell** for checking on him today. He said they were so kind and helpful and he appreciates them very much.*

Scott W. (2/16/21)

*"I would just like to compliment **Officer Thompson**, who assisted me when I had an accident on Wednesday. He was very helpful and kind, blocking off the road, and letting me sit in his patrol car while we waited for a tow truck to arrive. He also called in some gravel trucks to the area soon after his arrival, noticing that other cars were slipping in the same area I had. I would just like to give him a big thanks for keeping me out of the snow and out of harms way!!"*

Emma H. (2/24/21)

*"Just want to thank the **Castle Rock Police Department** for the speed limit enforcement along Red Hawk Dr between the golf course clubhouse and Melting Snow Dr. We've needed that for a while and it's great to see. Thank you!*

Keven B. (2/10/21)

*"**Officer Lewis** demonstrated kindness, respect and understanding during my traffic offense this morning. Also, reminded me to trust our police officers and always be honest even when scared. There's a lot more background in my personal situation, but I just wanted to mention that his kindness today made a huge difference to me and my kids. I will keep him in my prayers."*

T.G. (2/5/21)

***Officer Watts** has been a Godsend. The way he communicates and is so patient, caring and kind. He really wants to help. It meant so much to the family. He has been a blessing in their lives, because he really seems to care and wants to help. They are very grateful for his assistance and for him seeking additional help outside of his scope.*

Officer A. Lane relaying information from a family member. (2/26/21)

*"**Officer Toliver**, thank you very much for your rapid response this morning [and] for a few extra minutes waiting on your next dispatch. Thank you personally. As a member of the chamber of commerce we will always strive to support you in anyway we can. Thank you again please stay safe."*

Peter (2/16/21)

*"I was pulled over by **Officer Burns** yesterday for a left turn that I made in error. I would just like to recognize Officer Burns for his outstanding professionalism and courtesy that I received during the traffic stop. It's moments like this that remind me of why my family and I have great respect in the Castle Rock Police Department. Officer Burns is a great example of how CRPD affects the community in a positive manner."*

Curtis M. (2/16/21)

*"I am a Castle Rock citizen, and I wanted to express my appreciation for a particular interaction with your department this morning, as well as overall appreciation and pride I feel to live in the town that you and your officers and staff are devoted to serving. [**Officer Fuino** and **Dispatcher Winkler**] were professional, kind, and reassured me that I was not a nuisance for calling PD...The totality of the interaction was maybe 2 minutes, and I hope it did not inconvenience his day terribly, but what a difference it certainly made in mine. I am so overwhelmed with pride and gratitude to live in this town!*

Please express my thanks to Officer Fuino for ensuring that I was as okay as possible during a bit of a distressing morning, and to all of your officers for taking pride in caring for the citizens they are sworn to serve. And thank you, Chief Cauley, for setting the standard for what it means to be a public servant in this town.

Colleen K. (2/15/21)



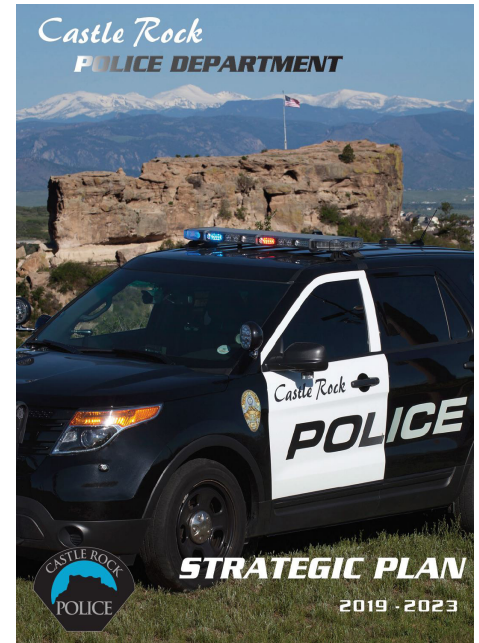
Message from the Chief



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

Thank you to our generous Castle Rock citizens and business owners!



Castle Rock Woodworks dropped off wooden challenge coins - you may see them around Town soon



David Bloom came by with Queso for staff from Stinkin' Good Chili

See p.15 for more surprise visits



Brooklyn stopped by with Bears for our Victims Assistance Unit

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 |
| FEB | 66 | 1.44 | 0.23 | 5.67 | 69.78 |
| JAN | 70 | 1.14 | 0.27 | 5.23 | 94.30 |
| YTD | 136 | 1.29 | 0.25 | 5.45 | 82.04 |

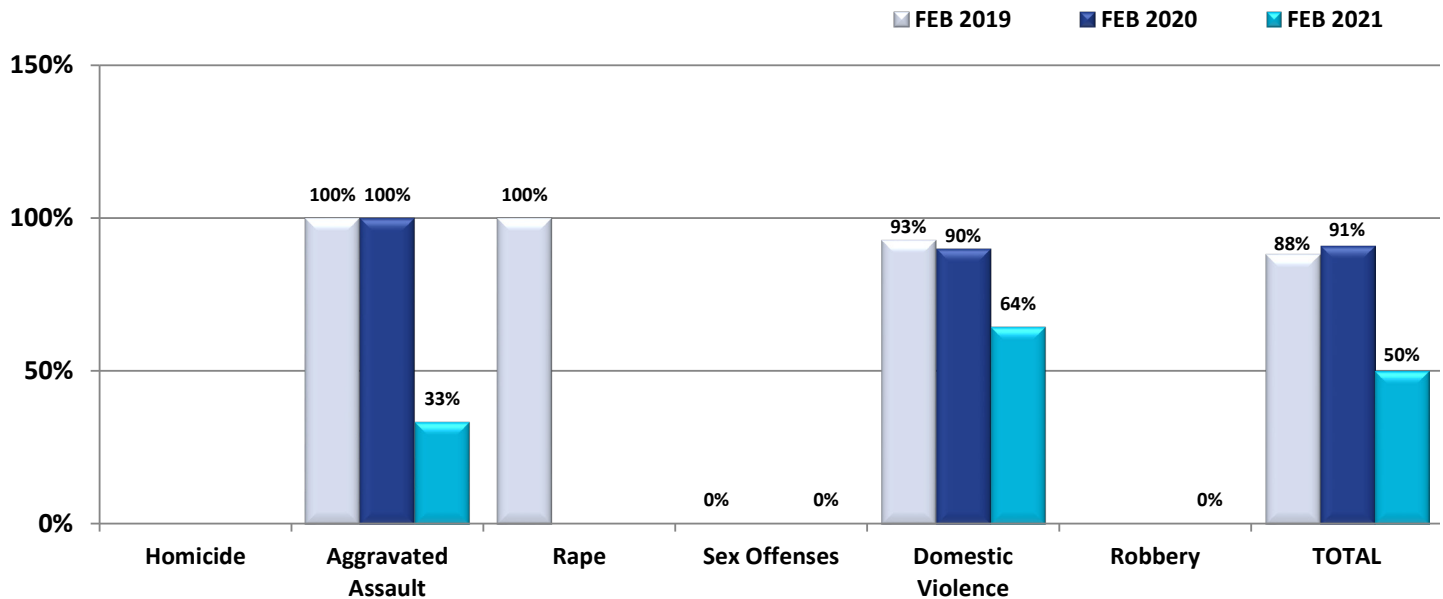
| Persons Crime | | | | | |
|---|------------|------------|------------|----------------------|------------|
| Crime Offense | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Homicide | 0 | 0 | 0 | 0% | 0 |
| Rape | 0 | 2 | 0 | 0% | 3 |
| Sex Offenses | 1 | 2 | 0 | 0% | 6 |
| Domestic Violence | 14 | 38 | 25 | 52% | 36 |
| Aggravated Assault | 3 | 6 | 3 | 100% | 3 |
| Robbery | 2 | 2 | 1 | 100% | 0 |
| Total Persons Crimes | 20 | 50 | 29 | 72% | 48 |
| Property Crime | | | | | |
| Crime Offense | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Burglary | 5 | 15 | 13 | 15% | 17 |
| Fraud/Forgery | 4 | 11 | 72 | -85% | 119 |
| Motor Vehicle Theft | 7 | 13 | 2 | 550% | 16 |
| Theft from Motor Vehicle | 20 | 50 | 33 | 52% | 41 |
| Theft | 60 | 155 | 92 | 68% | 111 |
| Vandalism | 38 | 69 | 51 | 35% | 57 |
| Total Property Crimes | 134 | 313 | 263 | 19% | 361 |
| TOTAL ALL CRIMES (Person/Property) | 154 | 363 | 292 | 24% | 409 |

Priority 1: Crime (continued)

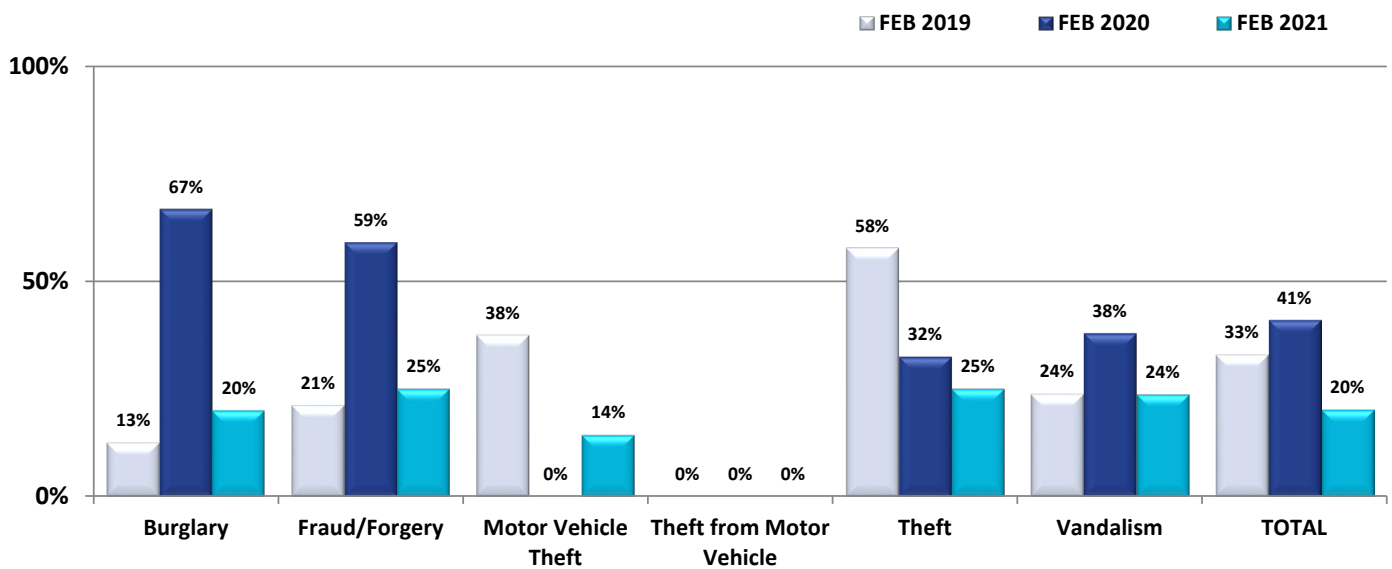


Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

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)

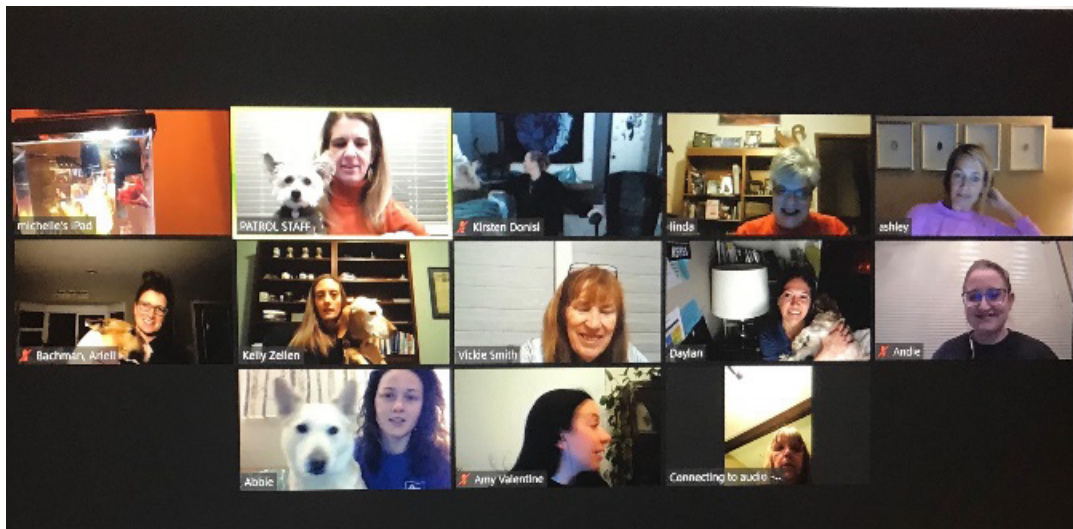
Goal 3: Maintain the capability of effective emergency management as well as the response to, and recovery from, a critical incident

| Victims Assistance Unit (VAU) | | | | | |
|--------------------------------------|----------|----------|----------|----------------------|----------|
| Activity | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Cases assigned - Staff Advocates | 21 | 47 | 39 | 21% | 45 |
| Cases assigned - Volunteer Advocates | 10 | 18 | 15 | 20% | 27 |
| Total cases assigned | 31 | 65 | 54 | 20% | 72 |
| Total victims served | 64 | 123 | 91 | 35% | 132 |
| Total office hours | 0 | 0 | 0 | 0% | 9 |
| Total call out hours | 15 | 19 | 10 | 90% | 1,033 |

CRPD Victims Assistance Unit

Team members were proud to introduce their pets who have joined us serendipitously throughout the last few Zoom meetings. Introductions were enjoyed by all. Melissa Haenchen, from the WINGS Foundation, participated in our training session. WINGS is a nonprofit providing services to adults who are survivors of childhood sexual abuse. Trauma recovery and an emphasis on every survivor deserves a chance to heal were among the points discussed.

The team is excited to get back and establish in-person connections with crime victims and those in our community who experience a traumatic event.



Priority 2: Traffic Safety



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

| Traffic Crashes | | | | | |
|-----------------------------------|------------|------------|--------------|----------------------|------------|
| Crash Type | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Fatality | 0 | 0 | 0 | 0% | 0 |
| Injury | 4 | 5 | 6 | -17% | 6 |
| Non-Injury | 51 | 119 | 138 | -14% | 159 |
| Traffic Crash Total | 55 | 124 | 144 | -14% | 165 |
| Traffic Enforcement | | | | | |
| Traffic Type | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Driving Under the Influence (DUI) | 8 | 16 | 19 | -16% | 21 |
| Traffic Citations Departmentwide | | | | | |
| Call Type | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Traffic Tickets Issued | 73 | 169 | 276 | -39% | 207 |
| Written Warnings | 231 | 473 | 514 | -8% | 427 |
| Total Traffic Stops | 461 | 964 | 1,259 | -23% | 891 |

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 | 0 | 80 | 0 | -100.0% |
| 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% |
| 2015 | 5 | 67 | 0.075 | 61.7% |
| 2014 | 3 | 65 | 0.046 | -40.0% |
| 2013 | 5 | 65 | 0.077 | N/A |

| Training Hours | | | | |
|----------------|------------|--------------|---------------|----------------|
| Topics | 2021 FEB | 2021 YTD | 2020 YTD | 3-Year Average |
| Hours | 687 | 1,222 | 823.25 | 48.4% |

| Types of Trainings | Total Hours: 686.5 |
|--------------------|--------------------|
| In-service | 428.0 |
| SWAT | 64.0 |
| External Training | 194.5 |

| Accomplishments / Recognition | | | | |
|-------------------------------|----------|----------|----------|----------------------|
| Type | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Compliments | 15 | 23 | 12 | 92% |
| Recognition / Awards | 11 | 11 | 4 | 175% |

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 FEB 80 OFC /55 | 2021 YTD 80 OFC /55 | 2020 TOTAL 80 OFC/ 55 | 2019 TOTAL 79 OFC / 53 | 3-Year CRPD AVG |
| CFS TOTAL, includes self-initiated (SI) | 4,981 | 9,999 | 11,137 | 10,977 | 10,956.7 |
| CFS, excludes self-initiated (SI) | 1,853 | 1,853 | 1,891 | 1,949 | 1,946.7 |
| Year-to-Date (Per 1,000 citizens) | 25.7 | 25.7 | 26.2 | 27.1 | 27.9 |
| CFS per officer, excludes self-initiated | 23.2 | 23.2 | 23.6 | 24.7 | 25.0 |
| CFS per 1st Responder, excl. self-initiated | 33.7 | 33.7 | 34.4 | 36.8 | 36.8 |

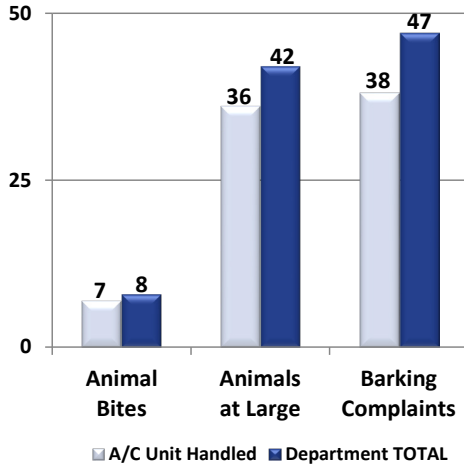
| Communication Incoming Phone Calls - February | | | | | | | |
|---|---------------|-------------------|-----------------------------|----------------------------|-----------------------------|-----------------------------|--------------------------|
| Answer Time FEB | # of Calls | Avg per Day | AVG Answer Time (sec) | Answer Time ≤5 secs. | Answer Time ≤10 secs. | Answer Time ≤15 secs. | AVG Call Length (sec) |
| 911 Calls | 385 | 14 | 3.09 | 89.9% | 99.5% | 100% | 196.7 |
| Admin. Calls | 3,686 | 132 | | | 98.4% | 99.8% | 120.9 |
| Outbound Calls | 1,075 | 38 | | | | | |

| Communication Incoming Phone Calls - February (Year-To-Date) | | | | | | | |
|--|---------------|-------------------|-----------------------------|----------------------------|-----------------------------|-----------------------------|--------------------------|
| Answer Time YTD | # of Calls | Avg per Day | AVG Answer Time (sec) | Answer Time ≤5 secs. | Answer Time ≤10 secs. | Answer Time ≤15 secs. | AVG Call Length (sec) |
| 911 Calls | 817 | 14 | 3.06 | 90.6% | 99.6% | 100% | 200.8 |
| Admin. Calls | 7,815 | 132 | | | 92.9% | 99.3% | 126.5 |
| Outbound Calls | 2,278 | 39 | | | | | |

| Downtown Liaison Officer (DLO) | | | | |
|--------------------------------|-------------|-------------|-------------|-----------------------|
| Type | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020-2021 |
| Parking Enforcement/CFS | 246 | 502 | 742 | -32.3% |
| Parking Warnings | 122 | 236 | 222 | 6.3% |
| Parking Tickets | 27 | 40 | 297 | -86.5% |
| Counter Accident Reports | 2 | 2 | 9 | -77.8% |

Priority 4: Future Growth (continued)

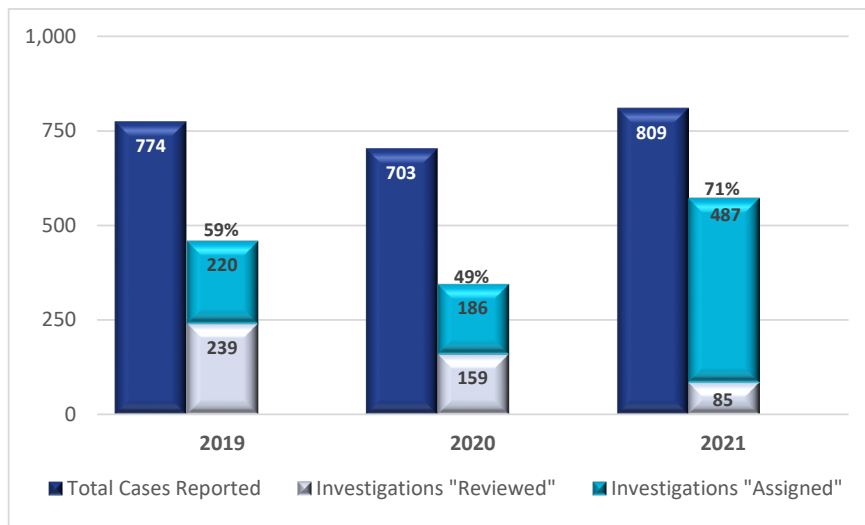
Animal Control Response Comparison February 2021



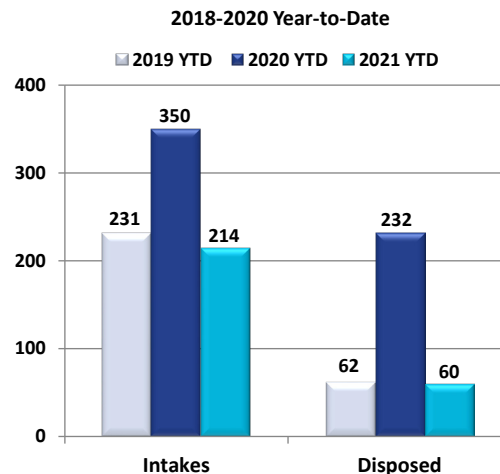
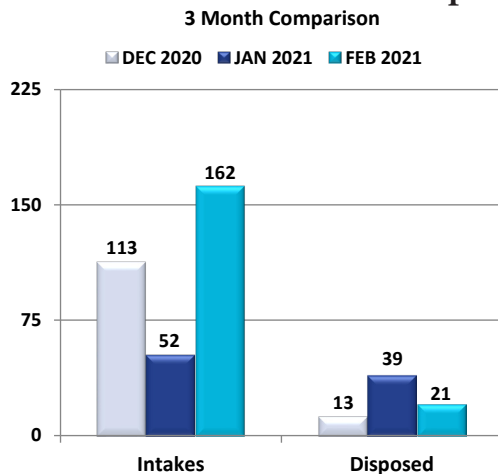
The ACU handled:

- 88 Percent of animal bites
- 86 Percent of animals at large
- 81 Percent of barking complaints
- 77 Dog licenses (\$978.80) - January
- 91 Dog licenses (TBD) - February

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



Property & Evidence



Priority 4: Future Growth (continued)

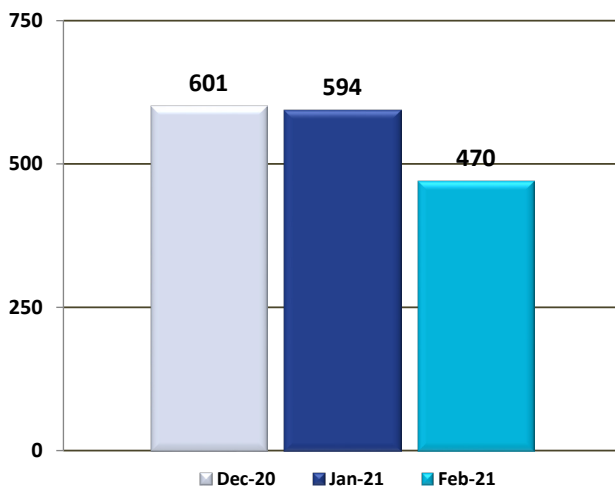


Records Unit

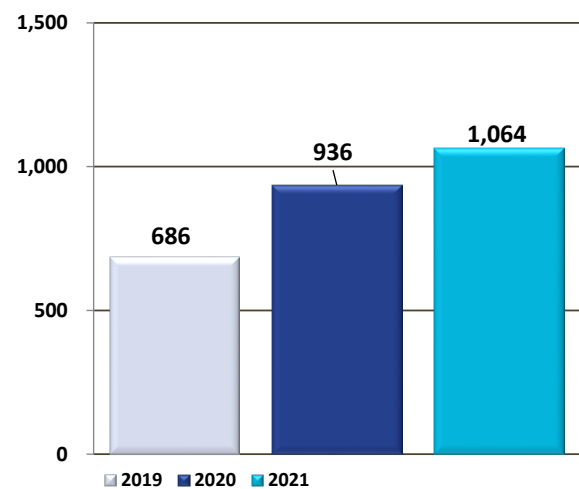
| Workload | Backgrounds | eDiscovery reports | Reports requested | Reports reviewed | Synology | Recordings | Reports to D.A. | Reports released |
|--------------------|-------------|--------------------|-------------------|------------------|----------|------------|-----------------|------------------|
| FEB 2021 | 97 | 46 | 470 | 472 | 2 | 864 | 1 | 436 |
| FEB 2020 | 67 | 64 | 321 | 327 | 6 | 218 | 8 | 287 |
| % Change 2020-2021 | 44.8% | -28.1% | 46.4% | 44.3% | -66.7% | 296.3% | -87.5% | 51.9% |

Reports Requested

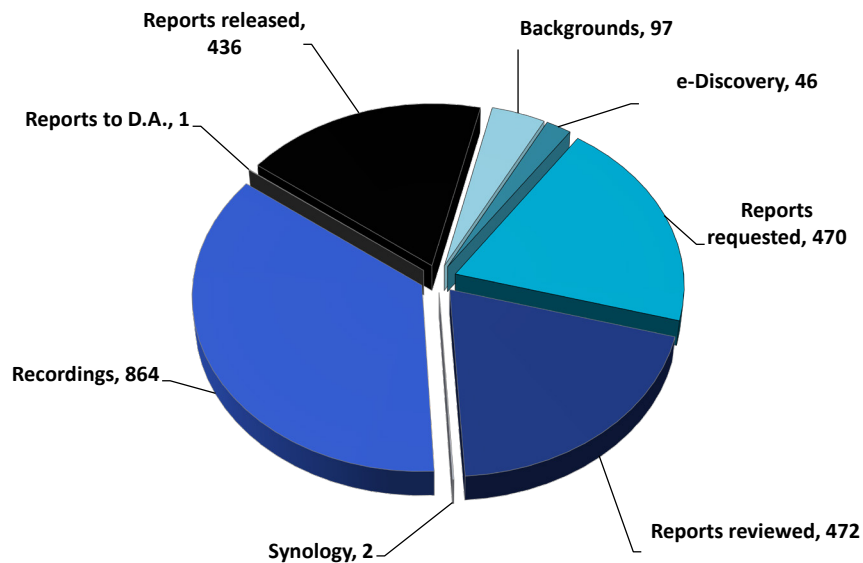
Three-Month Comparison



Year-to-Date (2019-2021)



Records Unit Workload February 2021



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

| Crime Prevention and Community Partnership Programs | | | | |
|---|--------------|---------------|---------------|----------------------|
| Running Program Types | 2021 FEB | 2021 YTD | 2020 Year-End | % Change 2020 - 2021 |
| Crime Free Multi-Housing | 0 | 23 | 23 | 0.0% |
| Crime Free Self-Storage | 0 | 9 | 9 | 0.0% |
| Rock Watch | 1 | 521 | 497 | 4.8% |
| CPTED (Crime Prevention) | 1 | 15 | 14 | 7.1% |
| R-U-OK | 3 | 10 | 6 | 66.7% |
| Total Activity | 5 | 571 | 549 | 4.0% |
| Volunteer Hours | | | | |
| Unit Hours | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Explorer Unit | 153.0 | 234.0 | 304.0 | -23.0% |
| Interns | 0.0 | 0.0 | 0.0 | N/A |
| Victim Advocates | 445 | 966 | 851 | 13.5% |
| VIPS-Community Safety Vol. | 0.0 | 0.0 | 437.0 | -100.0% |
| VIPS-Admin & Investigative | 3.0 | 7.0 | 214.0 | -96.7% |
| Total | 601.0 | 1207.0 | 1806.0 | -33.2% |

Goal 2: Optimize communication and marketing programs

| Public Information Officer (PIO) | | | | |
|----------------------------------|----------|---------|----------|-----------|
| FEB 2021 | Facebook | Twitter | Nextdoor | Instagram |
| Followers | 15,213 | 2,783 | 30,455 | 2,661 |
| Number of posts | 18 | 26 | 6 | 14 |
| Total Engagement | 9,797 | 325 | 15,561 | 3,364 |
| | Police | | Town | |
| Call outs/Incident Response | 4 | | 1 | |
| | 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) | | | | |
|--------------------------------|-----------|------------|------------|----------------------|
| Type | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Mental Health Holds | 1 | 3 | 3 | 0.0% |
| Follow-ups | 38 | 83 | 96 | -13.5% |
| Agency Assists | 3 | 5 | 4 | 25.0% |
| Welfare Checks | 3 | 9 | 11 | -18.2% |
| Calls for Service (other) | 11 | 17 | 22 | -22.7% |
| Total Calls for Service | 56 | 117 | 136 | -14.0% |

CRT Dashboard (February 2021)



*CRT dashboard is misreporting statistics related to unsuccessful attempts. The team is working to remedy the issue.

| Domestic Violence Lethality Assessment Program (LAP) | | | | |
|--|----------|----------|----------|----------------------|
| Call Type | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Total LAP reports completed | 9 | 24 | 18 | 33% |
| High Risk | 3 | 12 | 11 | 9% |

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 Reports | 2021 FEB | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Online reports received | 93 | 251 | 43 | 483.7% |

Department Highlights

K9 Unit Shogun & Maverick

Patrol Deployments: 2

Officer Fellows and Shogun deployed two times in February for two K9 protect deployments.

Narcotics Deployments: 4

Officer Fellows and Shogun deployed four times during the month, which resulted in methamphetamine (4.98 grams) and heroin (1.0 grams).

Training: 26 hours

Shogun and Officer Fellows trained 26 hours.

Note: Data for K9 Maverick and Officer Gondeck was unavailable.



Maverick

Shogun



PIO Temby's Corner February's Top Post

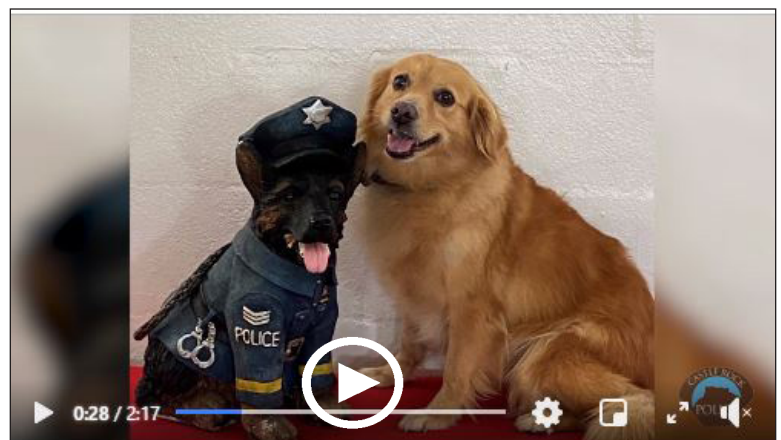
February, 18, 5:18 pm

The Castle Rock Police Department will become the first law enforcement agency in Colorado to pair a school resource officer with a therapy dog. Here's a sneak peek at Miss Buttercup, coming March of 2021.

We are looking forward to it, Douglas County School District and Castle View High School events!



If reading electronically,
view their video at right or
on our Facebook page.



11,796
People Reached

2,151
Engagements

Boost Post

280

48 Comments 72 Shares

Thank You to our *Generous* Castle Rock Community

Plum Creek Community Church - Feb. 9



Chaplain S. Tipps stopped by with certificates to Chick-Fil-A and Castle Rock Nutrition

American Legion Group - Feb. 11



The American Legion Harry C. Miller Post 1187 surprised us with goodies.

Marshal Lewis Memorial Celebration - February 14 (held on Feb. 16)



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.