



Photo Credit: Officer S. Gillespie



## 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.

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# 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.

"Hope your Friday is going well. I wanted to reach about a situation this afternoon at the Encore parking garage/ main street parking garage. I understand that y'all have been dealing with people parking in the incorrect spots and there is some confusion about public parking vs non-public parking. I am one of those who completely misunderstood. I thought the reserved parking was reserved for the patrons of stores/restaurants in the encore building and completely didn't realize it was a residence reservation.

I just wanted to tell you how awesome my interaction with **[Officer G. Stark]** was. Very courteous, we chatted about the ongoing situation the parking structure is having. I really appreciate his giving me some context of the situation. The resident who was inconvenienced seems to be quite the character and fairly inappropriate but [Officer Stark] was great. Really enjoyed meeting him, even if it was under mis-parking circumstances. I've been super impressed since moving to Castle Rock with your entire department and I just wanted you to know how much I appreciate your team. I hope y'all have an awesome weekend!"

Jason W. (2/24/23)



"You **[Officer J. Lane]** helped me out last week on Friday with an issue. I truly wanted to say 'thank you.' Your help was very much appreciated. I can't say Thank you enough."  
M. T. (2/18/23)

"Yesterday morning, one of one of your police department female officers **[Officer P Lee]** had provided me with humanitarian / emergency assistance...She arrived at the scene to make sure I was SAFE...Officer P. Lee volunteered [to assist me.] [Her] action is exemplary, she displayed a manner deserving of a police officer. I highly recommend for her to be given a commendation award for her unselfish deeds. She is a role model to the people in our community. Thank you."  
Lourdes C. (2/14/23)

"Thanks to **[Officer J. Smith]** and fellow cops who helped me get my mom back...Y'all did a fantastic job.  
L. L. & Family (2/24/23)

Sergeant S. Claton received a call to thank **[Officers M. Fellows and V. Bredehoeft]** on a recent cardiac arrest victim. "My father had a cardiac arrest on the interstate and made it to the Walgreens' parking lot... a series of miracles happened, one of them being your officer was the first one on the scene and he saved his life. We're just in shock and awe of everything that happened, but he was the initial guy who started CPR on him, got the kids away, got the AED going...I can't even express to you our gratitude of his actions...He saved my dad's life."  
Robert Good. (2/18/23)

# 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

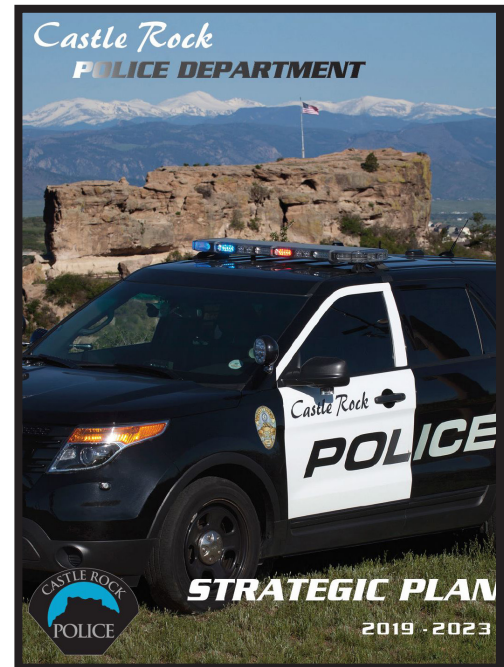
**Priority 2:** Traffic Safety

**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](https://www.cr.gov/PDplan)

## Leading with Success

Crime is down in Castle Rock, and the Castle Rock Police Department continues to lead the charge in the fight against auto thefts in Colorado. For the second consecutive year, CRPD reported a decrease in the number of car thefts from the previous year – this according to the latest report from the CATPA Metropolitan Auto Theft Task Force.

Overall, CRPD reported a 39% decline in criminal offenses in 2022 from 2021. This included a decrease in total property crimes by 42% and persons crimes by 4%.

January's C-MATT report showed Castle Rock saw a 15% decrease in auto thefts in 2022. This follows a 25% decrease of auto thefts in 2021, when CRPD was the only reporting agency that saw a decline from the previous year. The Castle Rock Police Department contributes these back-to-back successes to three main factors: people, innovation and community.





# 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 JAN Crime	2022 JAN Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Homicide	0	0	0.1	0	0	N/A	N/A
Sex Offenses - Forcible	1	3	2.2	1	3	-67%	0 (0%)
Domestic Violence	10	9	15.2	10	9	11%	10 (100%)
Aggravated Assault	1	1	1.6	1	1	0%	1 (100%)
<b>Total Persons Crimes</b>	<b>12</b>	<b>13</b>	<b>19.1</b>	<b>12</b>	<b>13</b>	<b>-8%</b>	<b>11 (92%)</b>

Property Crime Offense	2023 JAN Crime	2022 JAN Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Burglary	10	3	6.6	10	3	233%	1 (10%)
Fraud/Forgery	10	20	37.1	10	20	-50%	0 (0%)
Motor Vehicle Theft	3	8	6.8	3	8	-63%	0 (0%)
Robbery	0	0	0.4	0	0	N/A	N/A
Theft from Motor Veh.	3	12	17.1	3	12	-75%	0 (0%)
Theft	43	63	60.8	43	63	-32%	9 (21%)
Vandalism	27	35	30.4	27	35	-23%	6 (22%)
<b>Total Property Crimes</b>	<b>96</b>	<b>141</b>	<b>159.2</b>	<b>96</b>	<b>141</b>	<b>-32%</b>	<b>16 (17%)</b>

Total Crime Offense	2023 JAN Crime	2022 JAN Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Total Persons Crimes	12	13	19.1	12	13	-8%	11 (92%)
Total Property Crimes	96	141	159.2	96	141	-32%	16 (17%)
<b>Total Crimes</b>	<b>108</b>	<b>154</b>	<b>178.3</b>	<b>108</b>	<b>154</b>	<b>-30%</b>	<b>27 (25%)</b>

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.

# 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**

Response Times					
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Wait to Enroute	Average Drive Time	Average Time Officers on Scene
FEB	63	1.81	0.42	<b>5.95</b>	62.83
JAN	87	1.61	0.33	<b>6.46</b>	68.23
<b>2023 YTD</b>	<b>150</b>	<b>1.70</b>	<b>0.37</b>	<b>6.21</b>	<b>65.53</b>
<b>2022 MON. AVG</b>	<b>80.7</b>	<b>1.50</b>	<b>0.31</b>	<b>5.72</b>	<b>65.71</b>

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Cases assigned - Staff Advocates	34	20	22.6	69	33	109%
Cases assigned - Volunteer Advocates	7	12	11.9	16	24	-33%
Total cases assigned	41	32	34.5	85	57	49%
Total victims served	79	57	62.5	159	108	47%
Volunteer office hours	5	6	2.4	5	6	-17%
Call out hours (incl. on-scene, phone)	30	39	30.9	74	74	0%

## Victims Assistance Unit Spotlight

Linda Maes-Shipley has been a victim assistance volunteer for just over five years. Linda helps with administrative tasks and following up with families. She's a jolt of positive energy while she's helping out and we appreciate her.

Linda also assisted in the refurbishing of the Marshal Lewis wreath, which was recently used to honor him on Feb. 14.



# Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Fatality	0	0	0.0	2	0	N/A
Injury	4	1	3.0	9	3	200%
Non-Injury	84	65	59.5	149	146	2%
<b>Traffic Crash Total</b>	<b>88</b>	<b>66</b>	<b>62.6</b>	<b>160</b>	<b>149</b>	<b>7%</b>
Note: As of December 2022, traffic crash statistics are reported through CARFAX.						
Traffic Enforcement						
Traffic Type	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Driving Under the Influence (DUI)	2	9	8.4	6	15	-60%
Traffic Citations (Municipal and State)						
Call Type	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Traffic Tickets Issued	101	59	118.5	181	138	31%
Written Warnings	86	35	140.6	142	112	27%



# 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
2023	0	90	0.0%	-100.0%
2022	8	87	9.2%	84.0%
2021	4	80	5.0%	-50.0%
2020	8	80	10.0%	-12.3%
2019	9	79	11.4%	115.1%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
FEB	86	7	33	126	23	11	160
Authorized FTE positions	90		34.5	124.5			

Training Hours						
Total Hours	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	492.0	576.0	726.4	1,422.0	1,410.8	0.8%
Types of Trainings						Hours per Type
Internal/In-service (Advanced search and seizure)						216
<b>External Training</b> (Social media & open space source investigations, Bureau of Animal Protection conference, bulletproof report writing, public safety leadership, new detective workshop, Excel level I, child abduction response team, basic FTO school, online investigations, street survival seminar, the complete female cop)						276

Accomplishments / Recognition						
Type	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	7	11	11.5	12	11	9%
Recognition / Awards	1	0	5.9	2	1	100%

# 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	2023 FEB 87 OFC /58	2022 FEB 80 OFC /55	3-YR MO. AVG	2023 YTD 87 OFC /58	2022 YTD 80 OFC /55	% Change 2022-2023
CFS TOTAL, includes self-initiated (SI)	3,914	3,978	4,872.2	7,976	8,247	-3.3%
CFS, excludes self-initiated (SI)	1,834	1,852	2,111.0	3,823	3,804	0.5%
<b>Year-to-Date (Per 1,000 citizens)</b>	<b>48.1</b>	<b>48.9</b>		<b>98.1</b>	<b>101.5</b>	<b>-3.3%</b>
CFS per Officer, excludes self-initiated	20.4	21.3		42.5	43.7	-2.7%
CFS per 1st Responder, excl. self-initiated	30.1	31.9		62.7	65.6	-4.4%

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 (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
FEB	476	17	3.34	99.4%	99.6%	179.6
JAN	<b>482</b>	<b>16</b>	<b>3.64</b>	<b>98.8%</b>	<b>99.8%</b>	<b>198.7</b>
<b>2023 YTD</b>	<b>958</b>	<b>17</b>	<b>3.49</b>	<b>99.1%</b>	<b>99.7%</b>	<b>189.2</b>
<b>2022 Monthly AVG</b>	520.5	16.3	3.36	97.8%	99.7%	185.35
APCO and NENA Standard: *				<b>90.0%</b>	<b>95.0%</b>	N/A

Mon. Administration Calls	3,329	119
Mon. Outbound Calls	951	34
<b>YTD-Administration Calls</b>	<b>7,197</b>	<b>122</b>
<b>YTD-Outbound Calls</b>	<b>1,917</b>	<b>32</b>

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

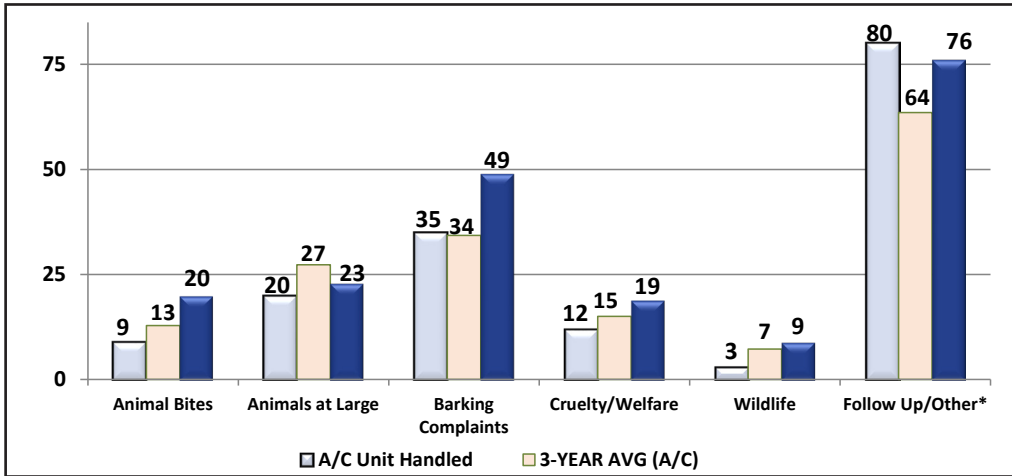
Downtown Liaison Officer (DLO) & Community Service Officer (CSO)						
Type	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Parking Enforcement/CFS	54	95	151.8	156	141	10.6%
Parking Warnings	7	10	47.9	13	19	-31.6%
Parking Tickets	20	33	40.7	77	44	75.0%



# Priority 4: Future Growth (continued)



## Animal Control Monthly Response Comparison

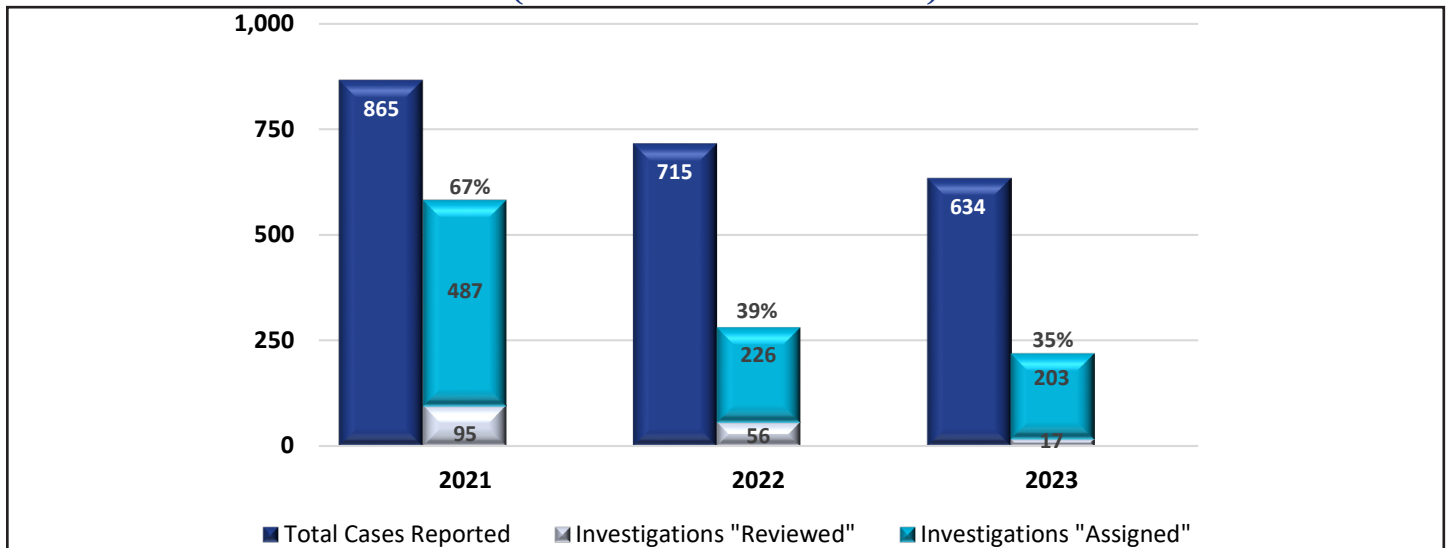


Call Types (%) handled by ACU:

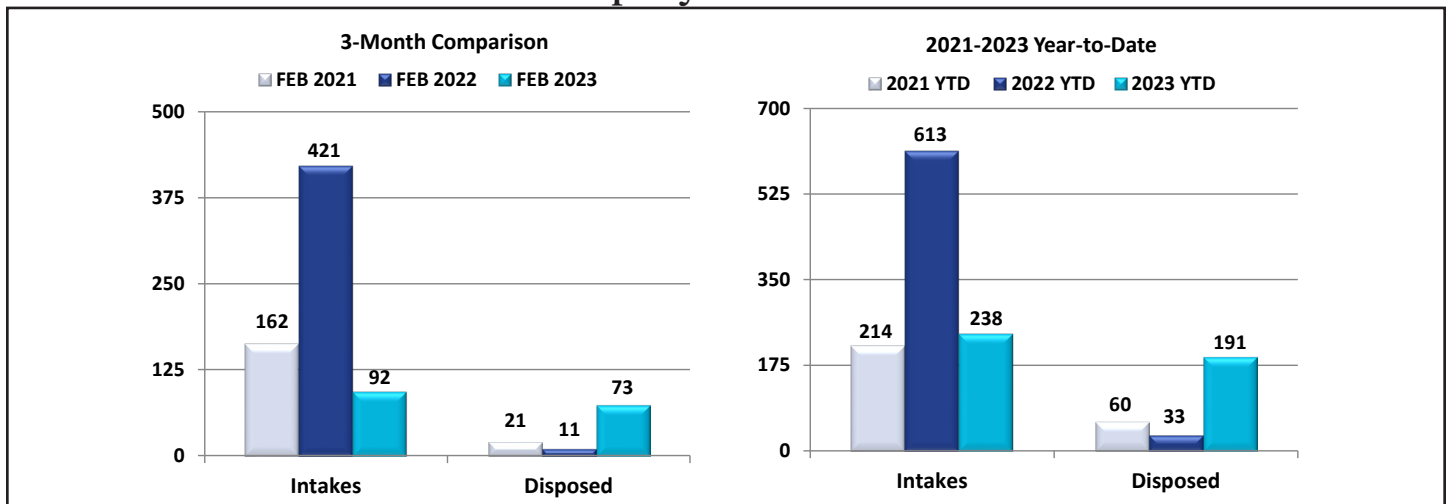
- 45 Percent of animal bites
- 87 Percent of animals at large
- 71 Percent of barking calls
- 63 Percent of cruelty/welfare
- 33 Percent of wildlife
- 105 Percent of follow-up/other\*

\*Note: ACU responds/assists on other departmental-call types. The Unit handled 100% of ACU calls plus additional patrol-related calls.

## Investigations Case Reports (2020-2023 Year-to-Date)



## Property & Evidence



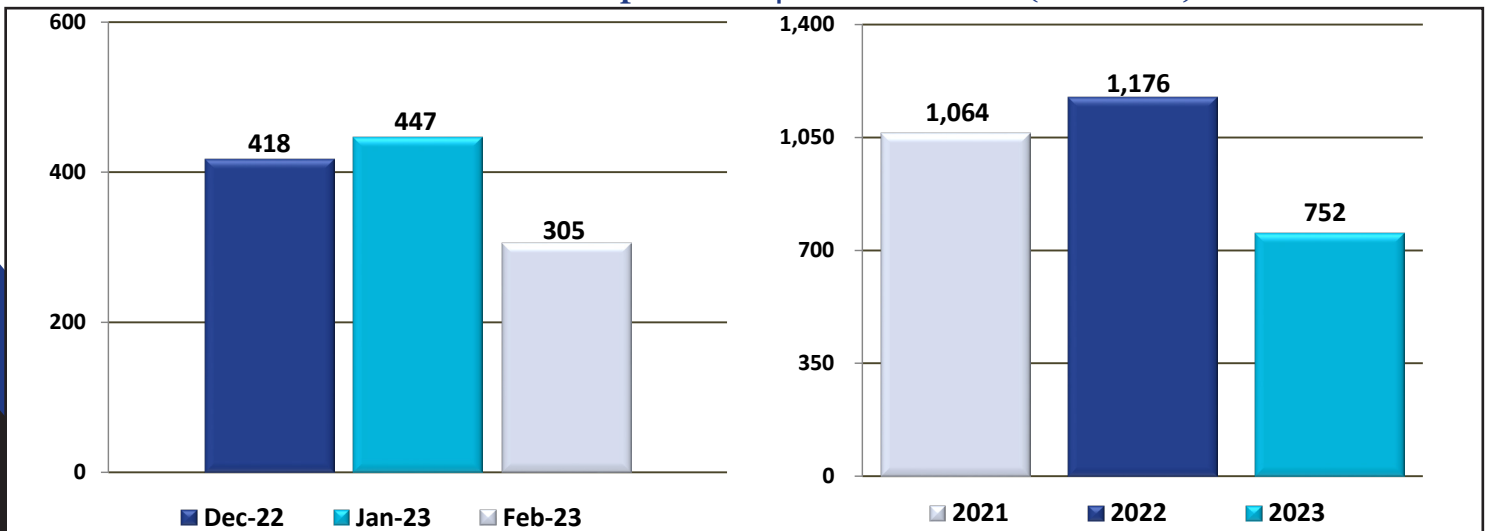
# Priority 4: Future Growth (continued)

## Records Unit

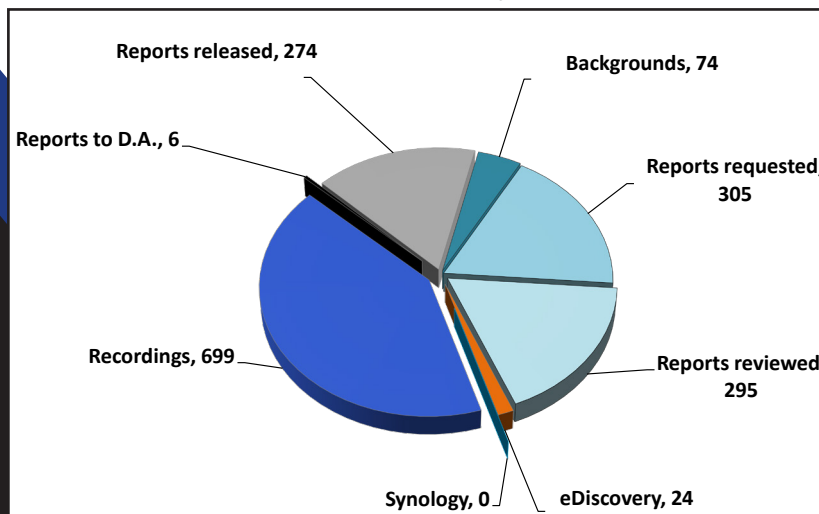
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
FEB 2023	74	305	295	24	0	699	6	274
FEB 2022	80	683	661	60	2	1,357	2	640
% Change 2022-2023	-7.5%	-55.3%	-55.4%	-60.0%	-100.0%	-48.5%	200.0%	-57.2%
<b>3-YR MO. AVG.</b>	<b>107</b>	<b>575</b>	<b>569</b>	<b>58</b>	<b>2</b>	<b>1,141</b>	<b>4</b>	<b>549</b>

\* Felony drug cases

## Total Reports Requested Three-Month Comparison | Year-to-Date (2021-2023)



## Records Unit Monthly Workload



# Priority 5: Community Policing & Partnerships



## Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 Year-End	% Change 2022-2023
Crime Free Multi-Housing	0	0	2.0	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	8	0.0%
Rock Watch	3	0	69.1	898	886	1.4%
CPTED (Crime Prevention)	2	1	1.9	36	34	5.9%
R-U-OK	1	0	1.6	34	33	3.0%
<b>Total Activity</b>	<b>6</b>	<b>1</b>	<b>75.3</b>	<b>1001</b>	<b>986</b>	<b>1.5%</b>

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 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	77.0	351.8	150.7	176.0	681.5	-74.2%
Victim Advocates	353.0	436.0	463.2	754.0	900.0	-16.2%
Volunteers in Policing (CSVs, Admin)	22.0	54.0	104.7	51.5	130.0	-60.4%
<b>Total</b>	<b>452.0</b>	<b>841.8</b>	<b>718.6</b>	<b>981.5</b>	<b>1,711.5</b>	<b>-42.7%</b>

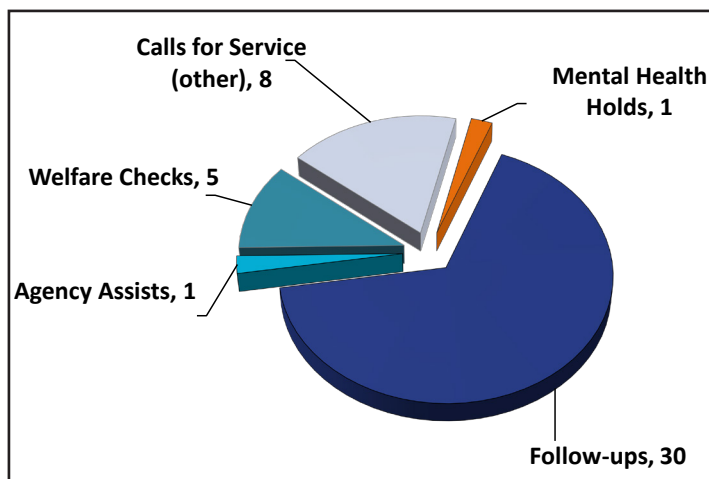
## Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
FEB 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	18,716	4,371	38,331	3,646
Number of Posts	18	10	7	8
Total Viewer Engagement	21,094	43	10,497	858
	Police		Town	
Total Call Outs or Incident Response	2		2	
	TOTAL			
Media Inquiries	9			

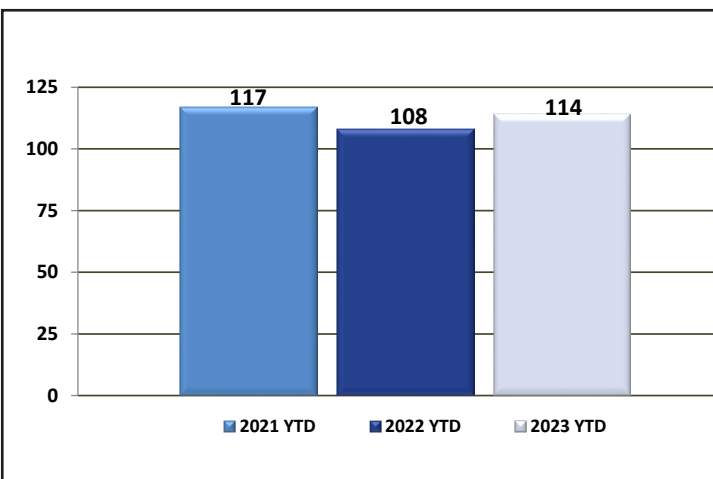
# Priority 6: Technology, Equipment & Practices

## Goal 1: Maintain and utilize the most effective technology, equipment and best practices Community Response Team (CRT) Dashboard

Monthly 2023 Call Types



CRT Total Calls for Service (YTD)



### Domestic Violence Lethality Assessment Program (LAP)

Call Type	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Total LAP reports completed	9	8	9.9	20	16	25%
High-risk reports	6	3	4.5	10	7	43%

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://LethalityAssessmentProgram.org)

### ePoliceReporting

Online Crime Reports	2023 FEB	2022 FEB	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	48	21	44.1	78	53	47.2%

### 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
FEB	110	52	47	1	2	0	2
JAN	97	50	41	5	0	2	2
YTD*	207	102	88	6	2	2	4



# Department Highlights



## PIO Temby's Corner Top Social Media Post

Feb. 3 at 10 AM



Due to unfortunate circumstances, this student lost her prized set of Castle Rock Police Department trading cards. School Resource Officer Stembel was able to help her replace the cards – and even added some new ones to expand her collection!

We are so proud of our SROs and the important relationships they're building with students each and every day at school. No matter how big or small, every interaction has the opportunity to make a positive difference.

#WeWorkForYou #OneByOne



## K9 Unit Shogun & Maverick

### Patrol Deployments: 3

Officer Fellows and Shogun were requested three times during the month, one of which was on a K9 protect and another on a building search. Officer Gondeck and Maverick were not deployed during the month.

### Narcotics Deployments: 1

Officer Fellows and Shogun alerted once on a traffic stop.

### Training: 50 hours

Officer Fellows and Shogun trained 20 hours and Officer Gondeck and Maverick trained 30.



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.