Castle Rock
POLICE DEPARTMENT

NOVEMBER 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.

"[Animal Control] Officers Hutchings and Young helped me with a dog I'm going to raise. The officers involved in animal control were so much help, and I just wanted to let you guys know how much I appreciate it. Its just awesome that you really do pull through and help people. Thank you very much, I appreciate it and wanted to let you know."

A. C. (11/29/21)

"Some amazing officers from your department have helped my neighborhood, Pinon Soleil, feel safer. Officer Morrissey gave a safety presentation at Pinon Soleil's last meeting. Several homeowners were feeling uneasy about cars entering the neighborhood in the late night hours. Officer Morrissey's information about how the Flock cameras are helping catch criminals as they enter Castle Rock was great to hear. His tips on the 9 PM Routine and crime prevention through environmental design (CPTED) were very helpful! My neighbors and I so appreciate the time Officer Morrissey spent answering questions and for giving a safety presentation at our HOA meeting! Also, earlier this month, a neighbor let me know that they saw a [homeless camp site] near the back of my yard and ditch area. Several days later, there were clothing items hanging in the scrub oak near the area. Feeling a bit uneasy about this, I called the non emergency line to see if someone could stop by to check it out. I was very thankful Officer M. Fuino checked the area to make sure someone hadn't made the area a camp site."

Stephanie B. (11/28/21)

"I was just pulled over by Officer Webster and wanted to say he was very professional and a great guy."

John B. (11/12/21)

"I wanted to say thank you once again for your huge effort in helping to get Miss Darsby to her foster [pet] home safe and sound. Having people like you to help in this effort is what made it possible. She is with a different rescue than the one I volunteer with, but if I hear anything I'll pass along the information. Hopefully she'll soon learn that there are good people who want to help her and her puppies. I hope you both [Animal Control Officer Hutchings and Officer J. Lane] enjoy your Thanksgiving. I know I'm thankful for the work you do!

Tara (11/23/21)

Voice message received for two officers who recently helped a citizen on two different occasions. She stated she was treated so wonderfully and with such respect by both officers. She wished to thank Officer B. Schuster for helping with a protection order... She thought you were kind and amazing...She also wished to thank Officer Manzanares for coming to her rescue when her car broke down in traffic. She stated the officer was wonderful and stayed with her to make sure everything was safe and secure. Both these situations meant the world to her, and she wished to recognize them both.   Adiana A. (11/18/21)

"I just wanted to take a moment to express my gratitude towards Officer Yowell. The officer stopped me on Saturday evening and informed me that my passenger tail/break light was out, which I was unaware of. Rather than give me a ticket, he instead took a few moments to inspect my other lights to make sure I didn't have additional issues and gave me the opportunity to repair the issue without the increased hardship of having to also pay a fine.

These days, people far too often only express dissatisfaction and don't take the time to express gratitude. So - thank you Officer Yowell!   Andrew C. (11/15/21)

Congressman Ken Buck congratulated Chief Cauley on his appointment and willingness to serve on the IACP Board of Directors for the mid-size agencies division. He also thanked Chief Cauley for his service to the Castle Rock community.
   Congressman Ken Buck (11/9/21)

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
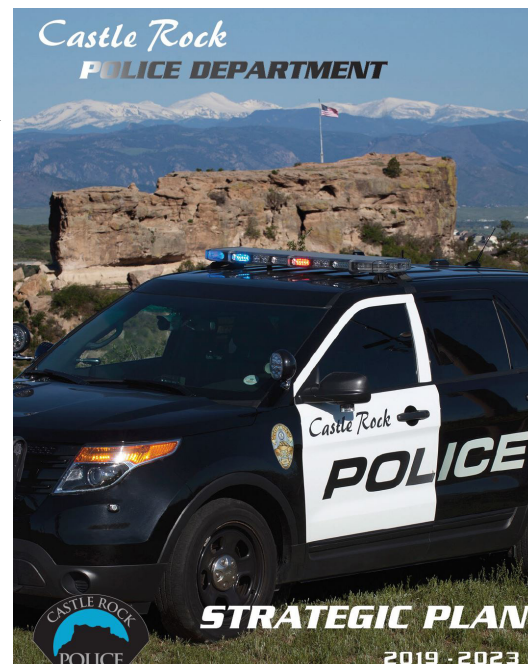
Read entire CRgov.com/PDplan

Keep an eye out for the antics of LEO the Castle Rock Police Department Elf on our social media pages throughout the month of December.

Leo will provide holiday safety tips, giveaways and plenty of cheer!

Facebook/CRpoliceCO and Instagram/CRpoliceCO

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**
November	72	1.34	0.32	**5.63**	68.18
October	93	1.46	0.37	**5.81**	66.39
September	103	1.94	0.29	**6.04**	59.75
2021 YTD	**897**	**1.47**	**0.30**	**5.45**	**68.35**
2020 MON. AVG	**77**	**1.41**	**0.32**	**5.87**	**59.20**

Note: The above time references are fractions of minutes

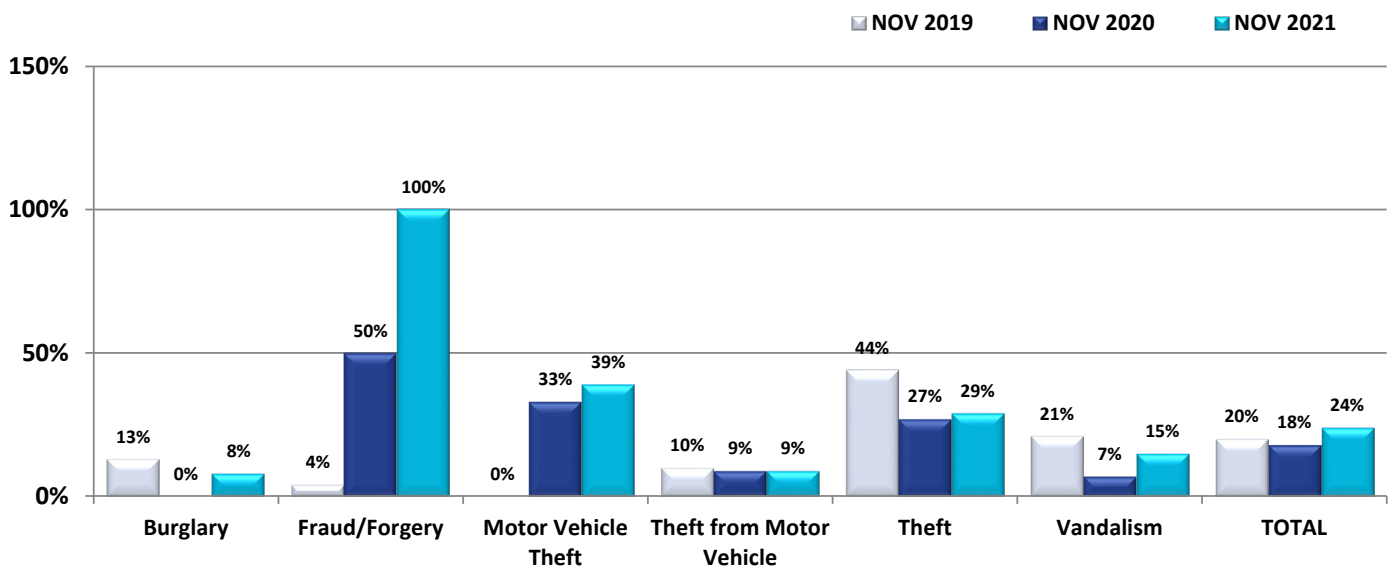| Persons Crime						
Crime Offense	**2021 NOV**	**2020 NOV**	**3-YR MO. AVG**	**2021 YTD**	**2020 YTD**	**% Change 2020-2021**
Homicide	0	0	0	0	0	0%
Rape	2	1	1	12	9	33%
Sex Offenses	3	3	2	16	19	-16%
Domestic Violence	14	18	17	164	172	-5%
Aggravated Assault	2	5	2	22	25	-12%
Robbery	1	0	0	7	1	600%
Total Persons Crimes	**22**	**27**	**22**	**221**	**226**	**-2%**
Property Crime						
Crime Offense	**2021 NOV**	**2020 NOV**	**3-YR MO. AVG**	**2021 YTD**	**2020 YTD**	**% Change 2020-2021**
Burglary	12	5	7	93	75	24%
Fraud/Forgery	3	2	27	62	217	-71%
Motor Vehicle Theft	18	18	6	86	89	-3%
Theft from Motor Vehicle	11	44	21	243	275	-12%
Theft	48	77	53	698	658	6%
Vandalism	39	44	29	397	343	16%
Total Property Crimes	**131**	**190**	**143**	**1,579**	**1,657**	**-5%**
TOTAL ALL CRIMES (Person/Property)	**153**	**217**	**165**	**1,800**	**1,883**	**-4%**

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

Persons Crime Clearance Rates
(2019-2021 Comparison)

Legend: ☐ NOV 2019 ■ NOV 2020 ■ NOV 2021

Offense	NOV 2019	NOV 2020	NOV 2021
Homicide	0%	0%	0%
Aggravated Assault	100%	100%	0%
Rape		100%	0%
Sex Offenses	50%	0%	33%
Domestic Violence	88%	100%	50%
Robbery	0%	0%	0%
TOTAL	75%	89%	36%
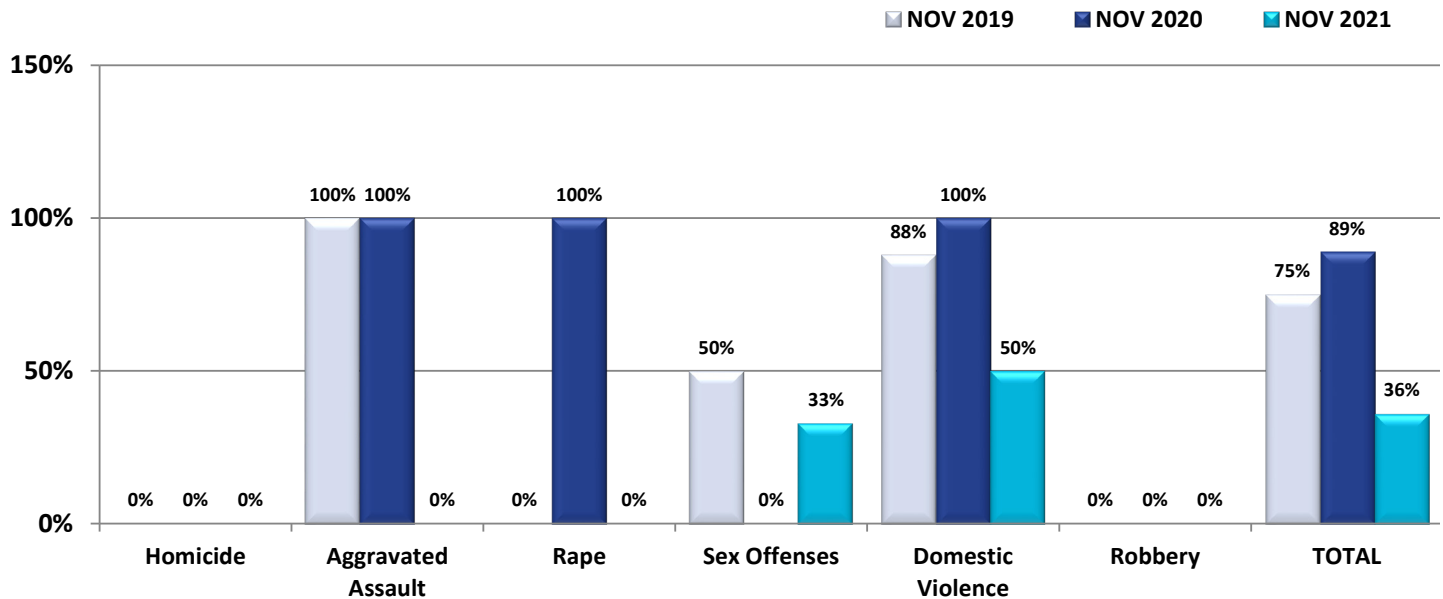
Property Crime Clearance Rates
(2019-2021 Comparison)

Legend: ☐ NOV 2019 ■ NOV 2020 ■ NOV 2021

Offense	NOV 2019	NOV 2020	NOV 2021
Burglary	13%	0%	8%
Fraud/Forgery	4%	50%	100%
Motor Vehicle Theft	0%	33%	39%
Theft from Motor Vehicle	10%	9%	9%
Theft	44%	27%	29%
Vandalism	21%	7%	15%
TOTAL	20%	18%	24%

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 NOV	2020 NOV	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Cases assigned - Staff Advocates	28	25	23	234	237	-1%
Cases assigned - Volunteer Advocates	12	10	10	134	114	18%
Total cases assigned	40	35	33	368	351	5%
Total victims served	81	49	62	711	590	21%
Volunteer office hours	6	2	6	25	6	317%
Total call out hours	35	2	17	175	112	56%

CRPD Victims Assistance Unit

In November, the four law enforcement victim assistance programs conducted a joint training with volunteers. Our invited guest speakers were Jenni Schaffer and Francesca Lawrence from the Victim Witness Unit at the Douglas County District Attorney's Office. They presented on Domestic Violence Dynamics and the criminal justice process for domestic violence cases. The collaborative trainings are held three to four times a year to bring volunteers together to learn and share experiences.

Volunteer Spotlight:

Crystal Porras has lived in Colorado for 17 years. She is the mother of four children—the last of which just moved out in the fall. Even with all of the kids out of the house, it seems like she spends much of her time talking with them! While her kids were at home, Crystal was very involved in their schools. She was involved in the PTO and founded and served in the Mustang Moms organization. She previously served as the President of the School Accountability Committee at Ponderosa High School, where she continues to serve as the community representative. She has been married to her husband Troy for 27 years. Crystal is very excited to serve as a victims advocate volunteer in Castle Rock.

Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	**2021 NOV**	**2020 NOV**	**3-YR MO. AVG**	**2021 YTD**	**2020 YTD**	**% Change 2020-2021**
Fatality	0	0	0	0	0	0%
Injury	2	1	2	24	22	9%
Non-Injury	73	51	67	747	597	25%
Traffic Crash Total	**75**	**52**	**69**	**771**	**619**	**25%**
Traffic Enforcement						
Traffic Type	**2021 NOV**	**2020 NOV**	**3-YR MO. AVG**	**2021 YTD**	**2020 YTD**	**% Change 2020-2021**
Driving Under the Influence (DUI)	9	9	9	95	95	0%
Traffic Citations Departmentwide						
Call Type	**2021 NOV**	**2020 NOV**	**3-YR MO. AVG**	**2021 YTD**	**2020 YTD**	**% Change 2020-2021**
Traffic Tickets Issued	119	191	129	1,405	1,284	9%
Written Warnings	109	141	223	1,895	2,071	-8%
Total Traffic Stops	**228**	**332**	**521**	**3,300**	**3,355**	**-2%**

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	3	80	0.0375	-62.5%
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%

Training Hours						
Topics	2021 NOV	2020 NOV	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Hours	622.0	293.0	537.1	8,641.8	6,886.0	25.5%
Types of Trainings				Hours per Type		
Internal/In-service (Firearms, arrest control, criminal investigations, designated marksman course, red dot instructor course)				509		
External Training (Shotgun instructor, leadership, active shooter for SROs, drones and accident investigations)				113		

Accomplishments / Recognition						
Type	2021 NOV	2020 NOV	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Compliments	13	19	8.8	104	191	-45.5%
Recognition / Awards*	0	56	5.5	65	67	-3%

*The recognition category's 2021 YTD was revised to include late applause awards for the month of October.

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 NOV** 80 OFC /55	**2020 NOV** 80 OFC /55	**3-YR MO. AVG**	**2021 YTD** 80 OFC /55	**2020 YTD** 80 OFC/ 55	**% Change 2020-2021**
CFS TOTAL, includes self-initiated (SI)	4,401	4,805	5,623	53,869	59,344	-9.2%
CFS, excludes self-initiated (SI)	2,023	1,857	2,056	23,424	21,963	6.7%
Year-to-Date (Per 1,000 citizens)	**26.7**	**24.5**	**26.7**	**309**	**290**	**6.6%**
CFS per Officer, excludes self-initiated	25.3	23.2	24.3	293	275	6.5%
CFS per 1st Responder, excl. self-initiated	36.8	33.8	35.7	426	399	6.8%

Note: The prior year's statistics (YTD/3-yr mo. avg) reflect periodic adjustments due to population and CFS revisions.

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)**
November	531	18	4.05	97.6%	99.8%	190.9
October	598	19	3.96	98.0%	99.8%	179.1
September	588	20	3.43	99.3%	100.0%	168.7
2021 YTD	**6,004**	**18**	**3.30**	**98.7%**	**99.9%**	**188.3**
2020 Monthly AVG	495	16.3		96.8%	99.5%	190.9
APCO and NENA Standard:*				**90.0%**	**95.0%**	N/A

Mon. Administration Calls	4,059	135
Mon. Outbound Calls	997	33
YTD-Administration Calls	**50,710**	**151**
YTD-Outbound Calls	**12,754**	**38**

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

Downtown Liaison Officer (DLO)						
Type	**2021 NOV**	**2020 NOV**	**3-YR MO. AVG**	**2021 YTD**	**2020 YTD**	**% Change 2020-2021**
Parking Enforcement/CFS	131	167	128	2025	2007	0.9%
Parking Warnings	35	60	61.4	761	835	-8.9%
Parking Tickets	27	11	54.8	261	463	-43.6%
Counter Accident Reports	0	0	1.5	3	19	-84.2%

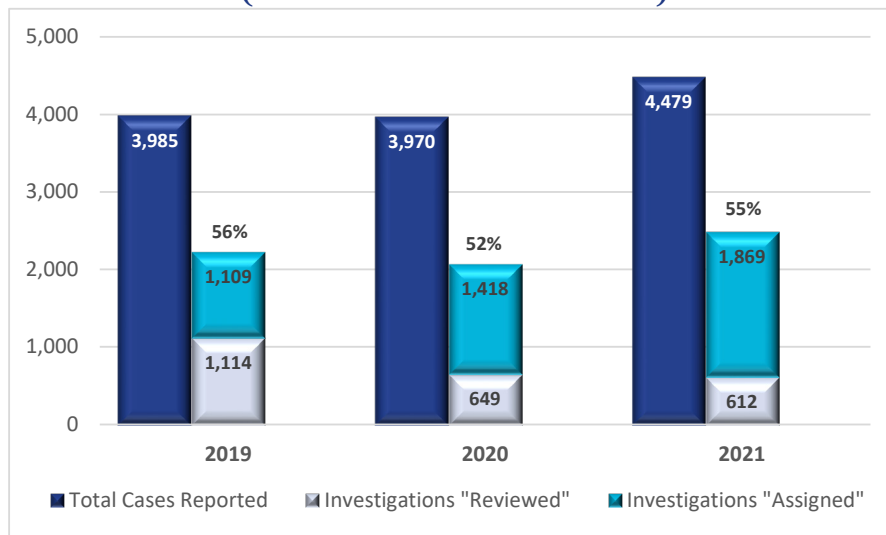## Animal Control Response Comparison
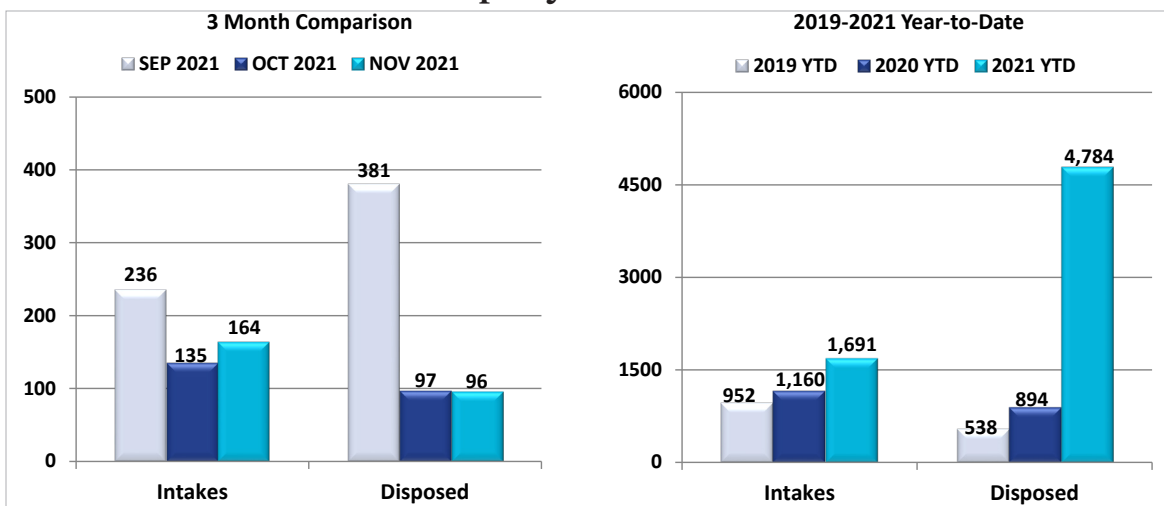### November 2021
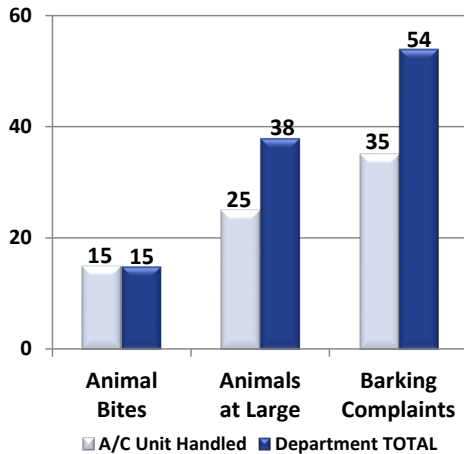
The ACU handled:

- **100** Percent of animal bites
- **66** Percent of animals at large
- **65** Percent of barking complaints

Note: The remainder of animal calls for service are handled by on-duty officers.

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

Property & Evidence
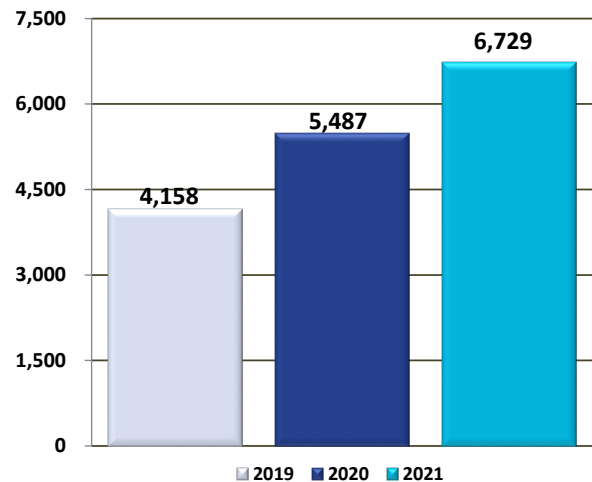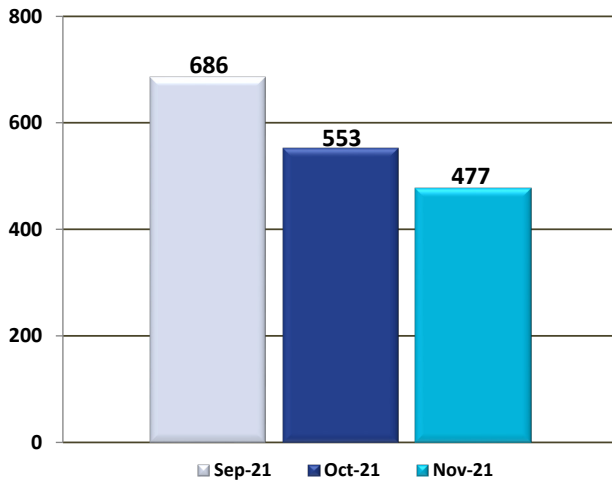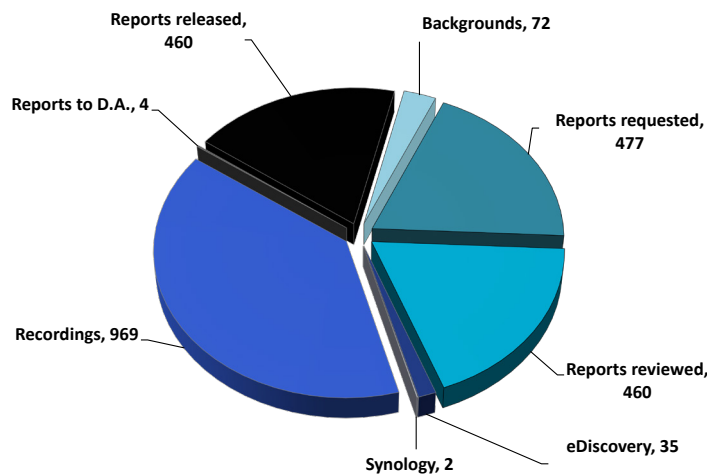
Priority 4: Future Growth (continued)

Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
NOV 2021	72	477	460	35	2	969	4	460
NOV 2020	138	462	420	75	1	854	2	411
% Change 2020-2021	-47.8%	3.2%	9.5%	-53.3%	100.0%	13.5%	100.0%	11.9%
3-YR MO. AVG.	95	409	422	62	5	436	12	381

* Felony drug cases

Reports Requested

Three-Month Comparison

Sep-21: 686, Oct-21: 553, Nov-21: 477

Year-to-Date (2019-2021)

2019: 4,158, 2020: 5,487, 2021: 6,729

Records Unit Workload
NOV 2021

Reports released, 460; Backgrounds, 72; Reports to D.A., 4; Reports requested, 477; Recordings, 969; Reports reviewed, 460; eDiscovery, 35; Synology, 2

Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	**2021 NOV**	**2020 NOV**	**3-YR MO. AVG**	**2021 YTD**	**2020 YTD**	**% Change 2020-2021**
Crime Free Multi-Housing	0	0	1.8	25	23	8.7%
Crime Free Self-Storage	0	0	0.4	9	9	0.0%
Rock Watch	0	14	30.4	550	497	10.7%
CPTED (Crime Prevention)	1	0	0.6	21	14	50.0%
R-U-OK	0	N/A	N/A	16	6	166.7%
Total Activity	**1**	**14**	**8.3**	**621**	**549**	**13.1%**

Note: R-U-OK totals periodically fluctuate as members enter or leave the program

Volunteer Hours						
Unit Hours	**2021 NOV**	**2020 NOV**	**3-YR MO. AVG**	**2021 YTD**	**2020 YTD**	**% Change 2020-2021**
Explorer Unit	192.3	55.5	195.8	2,199.3	933.0	135.7%
Victim Advocates	436.0	443.0	439.2	4,989.0	4,856.0	2.7%
VIPS-Community Safety Vol.	112.0	59.0	206.5	1,231.0	1,018.0	20.9%
VIPS-Admin & Investigative	26.5	58.0	40.4	265.3	471.0	-43.7%
Total	**766.8**	**640.5**	**888.4**	**8,684.6**	**7,278.0**	**19.3%**

Goal 2: Optimize communication and marketing programs

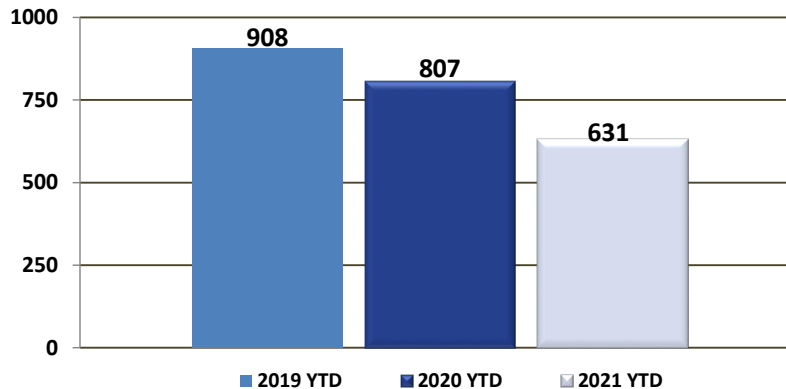| Public Information Officer (PIO)				
NOV 2021	**Facebook**	**Twitter**	**Nextdoor**	**Instagram**
Followers	16,784	3,430	33,745	3,157
Number of posts	27	11	4	19
Total Engagement	19,142	256	6,864	4,433
	Police		**Town**	
Call outs/Incident Response	0		1	
	TOTAL			
Media Inquiries	1			

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

Community Response Team (CRT) Dashboard
NOV 2021

Calls for Service (other), 12
Mental Health Holds, 0
Welfare Checks, 6
Agency Assists, 2
Follow-ups, 58
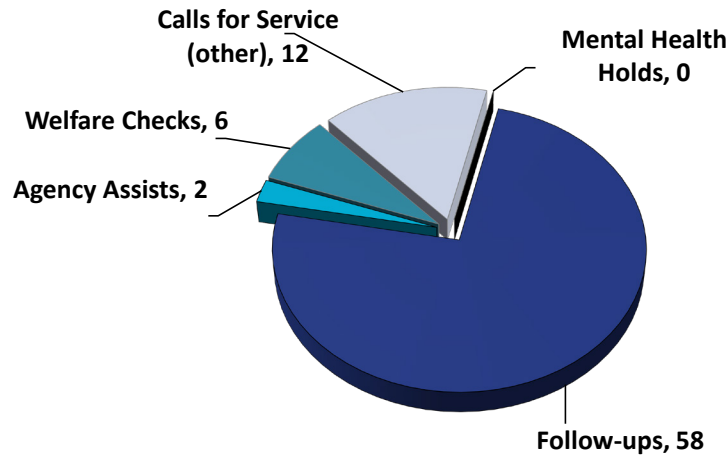
CRT Total Calls for Service (Year-To-Date)

908 — 2019 YTD
807 — 2020 YTD
631 — 2021 YTD

Domestic Violence Lethality Assessment Program (LAP)						
Call Type	2021 NOV	2020 NOV	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Total LAP reports completed	7	12	11	108	104	4%
High Risk	4	4	6	45	58	-22%

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 NOV	2020 NOV	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Online reports received	22	39	25.7	765	312	145.2%

Department Highlights

K9 Unit
Shogun & Maverick

Patrol Deployments: 6

Officer Gondeck and Maverick deployed three times this month on a K9 protect* and two building searches. Officer Fellows and Shogun also deployed three times on one K9 protect and two building searches.

Narcotics Deployments: 5

Officer Fellows and Shogun deployed to three vehicle sniffs, one of which included an agency assist. Officer Gondeck and Maverick deployed to two vehicle sniffs, which included one agency assist.

Shogun located .5 grams of Cocaine and Cocaine paraphernalia.

Training: 40 hours

Both K9 Units (Officer Gondeck/Maverick and Officer Fellows/Shogun) trained 20 hours this 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 include high risk traffic stops, higher risk attempt to contact, etc.

PIO Temby's Corner
### NOVEMBER'S Top Post

November 20, 2021 7:31 p.m.

The top post this month was none other than the Town's annual Starlighting event.

"It was incredible seeing everyone in downtown Castle Rock tonight for the annual Starlighting tradition. What a fantastic way to kick off the holiday season!

And a special shoutout to Castle Rock Police Chief Cauley who captured this magical moment. We'd love to see your Starlighting pics… post them in the comments!"

#WeWorkForYou
#OneByOne

653   130 Comments 48 Shares

👍 Like   💬 Comment   ↪ Share
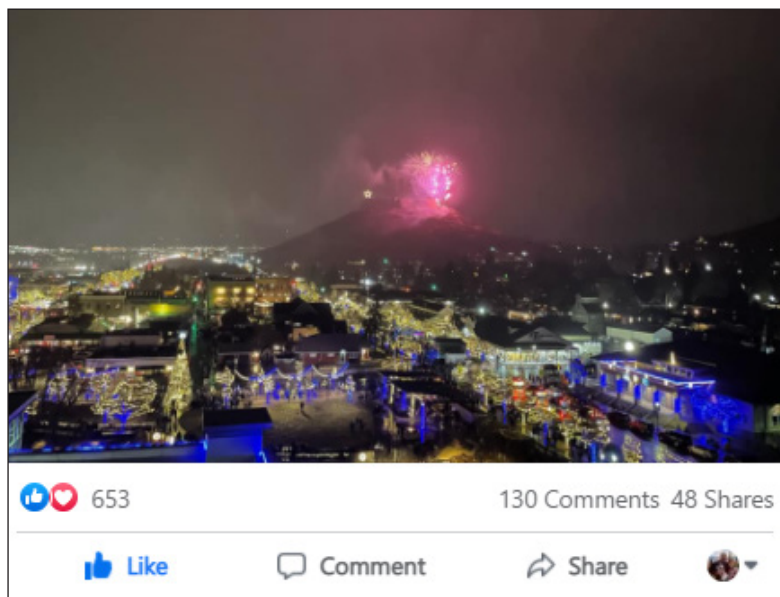
Many Thanks to our Generous Citizens and Business Owners

Delicious desserts throughout the month were gifted to our department!

Our upcoming Heroes & Helpers program brings out the generosity within our Town.
Thank you to (Left to Right): Stinkin' Good Green Chili, Sozo Chiropractic, and the Skurich Memorial Fund.

Thanksgiving Dinner with the on-duty staff provided by Robin

On Thanksgiving, Robin Underhill prepped, cook, delivered and served all of the Castle Rock Police Department's officers and dispatchers with a Thanksgiving feast for the second straight year. In addition to Thanksgiving, Robin also served CRPD a Christmas Day feast last year (along with countless other donations throughout the year). **We can't say enough how much your love and support means to us. Thank you, Robin!**

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.