Photo Credit: Officer Milord

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.

"Officer Toliver came on the scene, was friendly, extremely nice, handled it appropriately and professionally, granted it was professional interaction, but it feels like I made a friend because I got to talk to him… I just wanted to leave a positive review or positive feedback – a little shoutout. I hope he gets recognized because, in light of everything that was going on, he made it a little bit better. I hope he gets reviewed well. He's a good dude. Thanks a lot, I appreciate it.'"

Dalton D. (7/10/22)

"I would like to thank the Castle Rock police officer [Officer Stoneking] who risked his life to close down a lane on I25 this afternoon so the tow truck could pick up our car. Much appreciated service from these Texas women visiting Colorado."

Anonymous (7/13/22)

"We inherited some old, broken down cars from my Dad, and one was tagged for removal by CRPD (understandably). I had tried [to extend it], but an officer [CSV Waller] stopped by and had already called a tow truck…the officer was so very kind and called her Sgt to give us another 24 hrs… She gave my kiddos stickers and was so friendly with them… Officer Waller, your empathy and kindness was greatly appreciated…THANK YOU, FROM THE BOTTOM OF OUR HEARTS! We love you! I've always believed that hope and love will find you when you least expect it, and this proves it."

Anonymous (7/26/22)

"Corporal Grandy responded to my address on an alarm call. Me and my husband were far away and drove back to the residence after being alerted by Cpl. Grandy of the alarm. [He] waited for us to arrive to ensure everything was ok with our home. He was friendly, professional, courteous, and most importantly caring. I just wanted to express my deepest thank you."

Irene (7/26/22)

Re: Officers J. Lane, Meyers, and Dispatchers Benegas, DeClaire, Brunetti from Jefferson County Sheriff's Office: "Thank you for the help with the camera footage. The suspect was arrested for numerous DV felonies and the victim was found safe. Please share my thanks…"

Investigator K. (7/28/22)

"Hello, Officer J. Smith was able to help me and my wife the other day with a traffic accident…I want to say thank you to him for being so courteous and helping us feel more comfortable. Office Smith was able to obtain some video footage from the gas station at the corner of the accident."

Josh B. (7/7/22)

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:
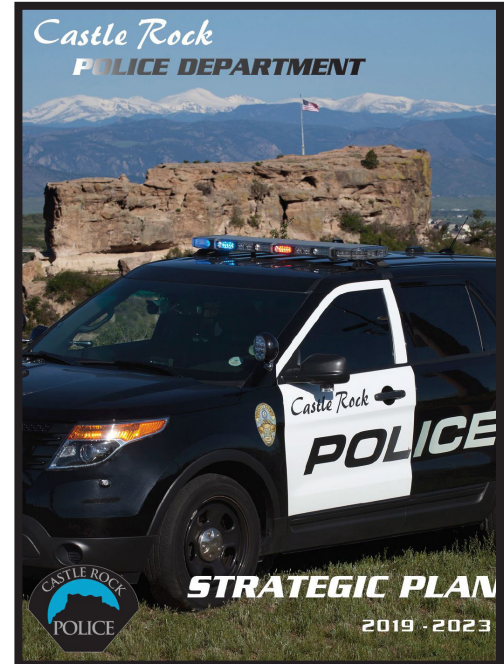
Priority 1: Crime

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

HAPPY RETIREMENT!!!

Join us in wishing Castle Rock Police Sgt. Tim Ratcliff the very best in his retirement. Sgt. Ratcliff served in the policing profession for 40 years, 22 of which were with CRPD. During his career, he spent time in patrol (28 years!!), training, policy development, investigations and SWAT. He finished his career serving as the sergeant over the department's school resource officers.

We wished Sergeant Ratcliff an eventful retirement on July 28... and thanked him for his countless contributions to our Town and this profession.

Priority 1: Crime

Goal 1: Maintain or reduce the crime rate and provide a sense of safety and security

Persons Crime*						
Crime Offense*	2022 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Homicide	0	0	0.0	1	0	100%
Sex Offenses - forcible	0	3	2.8	9	22	-59%
Domestic Violence	21	7	16.1	89	82	9%
Aggravated Assault	4	0	1.5	6	8	-25%
Total Persons Crimes	**25**	**10**	**20.4**	**105**	**112**	**-6%**

Property Crime*						
Crime Offense*	2022 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Burglary	6	8	7.6	29	43	-33%
Fraud/Forgery	9	19	40.9	102	552	-82%
Motor Vehicle Theft	5	8	7.0	27	41	-34%
Robbery	0	0	0.4	1	6	-83%
Theft from Motor Vehicle	7	14	18.5	65	133	-51%
Theft	45	56	61.6	336	420	-20%
Vandalism	35	31	32.0	167	218	-23%
Total Property Crimes	**107**	**136**	**168.0**	**727**	**1,413**	**-49%**
"Total Crimes" (Person & Property)	**132**	**146**	**188.4**	**832**	**1,525**	**-45%**

* Persons/property crimes are reported for the **previous** month due to the transition to NIBRS reporting.

Response Times					
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Wait to Enroute	Average Drive Time	Average Time Ofcs on Scene
July	97	1.73	0.35	**6.54**	66.12
June	80	1.74	0.26	**6.32**	68.88
May	100	1.22	0.32	**5.67**	50.06
2022 YTD	**584**	**1.48**	**0.32**	**5.91**	**64.71**
2021 MON. AVG	**79.3**	**1.50**	**0.30**	**5.48**	**66.17**

Note: The above time references are fractions of minutes.

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

Persons Crime Clearance Rates* (Monthly and 2021-2022 Year-To-Date Comparison)					
Crime Offense	2022 June	2021 June	2022 YTD Crime	2022 YTD Clearance Rate	2021 YTD Clearance Rate
Homicide	N/A	N/A	1	100%	N/A
Sex Offenses - Forcible	N/A	0%	9	11%	23%
Domestic Violence	90%	100%	89	94%	96%
Aggravated Assault	100%	N/A	6	83%	100%
Total Persons Crimes Clearance	**92%**	**70%**	**105**	**87%**	**82%**

Property Crime Clearance Rates* (Monthly and 2021-2022 Year-To-Date Comparison)					
Crime Offense	2022 June	2021 June	2022 YTD Crime	2022 YTD Clearance Rate	2021 YTD Clearance Rate
Burglary	0%	0%	29	24%	7%
Fraud/Forgery	33%	11%	102	21%	1%
Motor Vehicle Theft	0%	25%	27	4%	20%
Robbery	N/A	N/A	1	0%	33%
Theft from Motor Vehicle	0%	0%	65	0%	1%
Theft	11%	21%	336	22%	18%
Vandalism	17%	19%	167	19%	15%
Total Property Crimes Clearance	**13%**	**16%**	**727**	**18%**	**9%**
Total Crimes Clearance (Person & Property)	**28%**	**20%**	**832**	**27%**	**14%**

Please note the offenses shown above 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

Victims Assistance Unit (VAU)						
Activity	2022 July	2021 July	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Cases assigned - Staff Advocates	34	16	21.5	169	140	21%
Cases assigned - Volunteer Advocates	16	19	10.7	94	89	6%
Total cases assigned	50	35	32.2	263	229	15%
Total victims served	78	58	59.4	458	438	5%
Volunteer office hours	7	2	2.4	45	2	2150%
Total call out hours	39	20	15.4	154	101	52%

Victims Assistance Unit

Welcome Ashely Moore to the Victim Assistance Program! Ashely is a Colorado native and now calls Castle Rock home with her fiancé and kids. Pursuing a career in social work, she is passionate about serving her community. Her career goals include becoming a licensed clinical social worker so she can join law enforcement as a co-responder. Her hobbies include spending time with her family and friends, reading and hiking.

Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	**2022 July**	**2021 July**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Fatality	0	0	0.0	0	0	0%
Injury	3	3	2.6	28	16	75%
Non-Injury	58	65	64.1	458	462	-1%
Traffic Crash Total	**61**	**68**	**66.7**	**486**	**478**	**2%**
Traffic Enforcement						
Traffic Type	**2022 July**	**2021 July**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Driving Under the Influence (DUI)	3	10	8.3	60	62	-3%
Traffic Citations (Municipal and State)						
Call Type	**2022 July**	**2021 July**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Traffic Tickets Issued	123	85	122.7	867	954	-9%
Written Warnings	120	93	181.6	473	1,483	-68%

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
2022	7	87	8.0%	60.9%
2021	4	80	5.0%	-50.0%
2020	8	80	10.0%	-12.2%
2019	9	79	11.4%	113.6%
2018	4	75	5.3%	29.8%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
July-22	77	7	30	114	23	11	148
Authorized FTE positions	87		32	119			

Training Hours						
Total Hours	2022 July	2021 July	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	677.5	1,142.0	715.8	5,156.3	6,019.3	-14.3%
Types of Trainings						Hours per Type
Internal/In-service (Active killer/shooter, Narcan)						573.5
External Training (Advanced search and seizure, body language for law enforcement, Glock armorer, current drug trends)						104

Accomplishments / Recognition						
Type	2022 July	2021 July	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments	6	5	10.5	56	64	-13%
Recognition / Awards	0	5	5.8	69	50	38%

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	2022 July 87 OFC /58	2021 July 80 OFC /55	3-YR MO. AVG	2022 YTD 87 OFC /58	2021 YTD 80 OFC/ 55	% Change 2021-2022
CFS TOTAL, includes self-initiated (SI)	4,554	4,306	5,307.0	30,440	35,263	-13.7%
CFS, excludes self-initiated (SI)	2,748	2,528	2,082.6	15,543	14,552	6.8%
Year-to-Date (Per 1,000 citizens)	**33.8**	**31.9**		**191.3**	**183.4**	**4.3%**
CFS per Officer, excludes self-initiated	31.6	31.6		178.7	181.9	-1.8%
CFS per 1st Responder, excl. self-initiated	47.4	46.0		268.0	264.6	1.3%

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)
July	637	21	3.22	99.2%	100.0%	172.3
July	**590**	**20**	**3.33**	**99.0%**	**99.8%**	**176.5**
May	**660**	**21**	**3.28**	**99.1%**	**99.9%**	**164.7**
2022 YTD	**3,957**	**19**	**3.35**	**99.1%**	**99.9%**	**170.7**
2022 Monthly AVG	546.0	16.3		98.7%	99.9%	179.8
APCO and NENA Standard:*				**90.0%**	**95.0%**	N/A

Mon. Administration Calls	5,152	166
Mon. Outbound Calls	1,159	37
YTD-Administration Calls	**30,811**	**145**
YTD-Outbound Calls	**7,836**	**37**

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

Downtown Liaison Officer (DLO)

Type	2022 July	2021 July	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Parking Enforcement/CFS	235	91	167.3	714	1650	-56.7%
Parking Warnings	29	32	61.7	71	644	-89.0%
Parking Tickets	137	16	39.9	350	201	74.1%

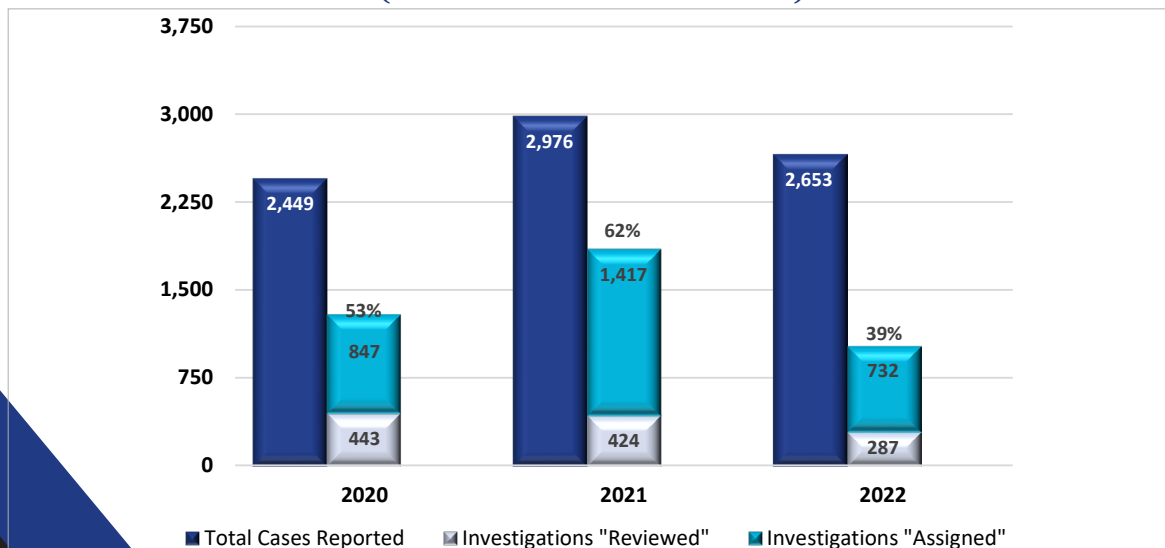## Animal Control Response Comparison
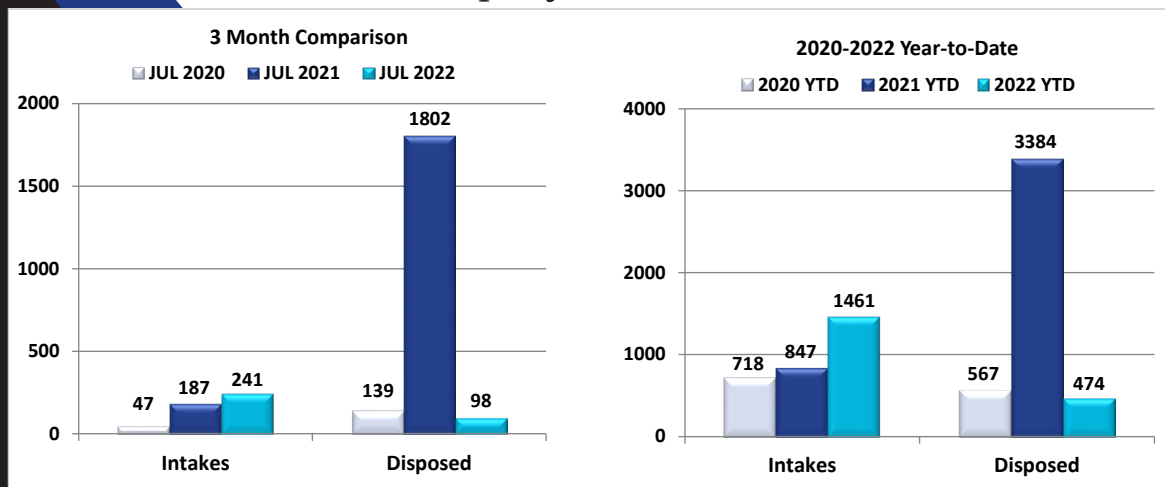### July 2022
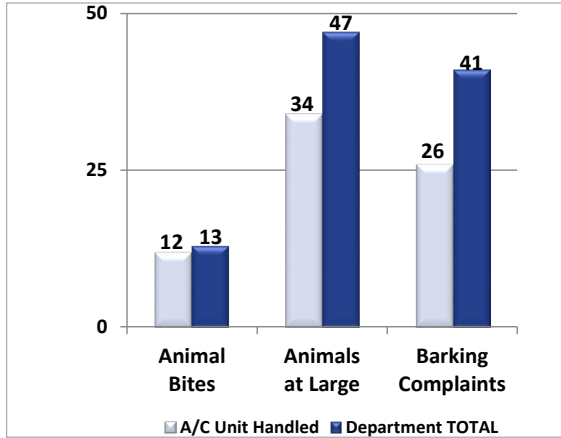
The ACU handled:

- **92** Percent of animal bites
- **72** Percent of animals at large
- **63** Percent of barking complaints

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

Investigations Case Reports
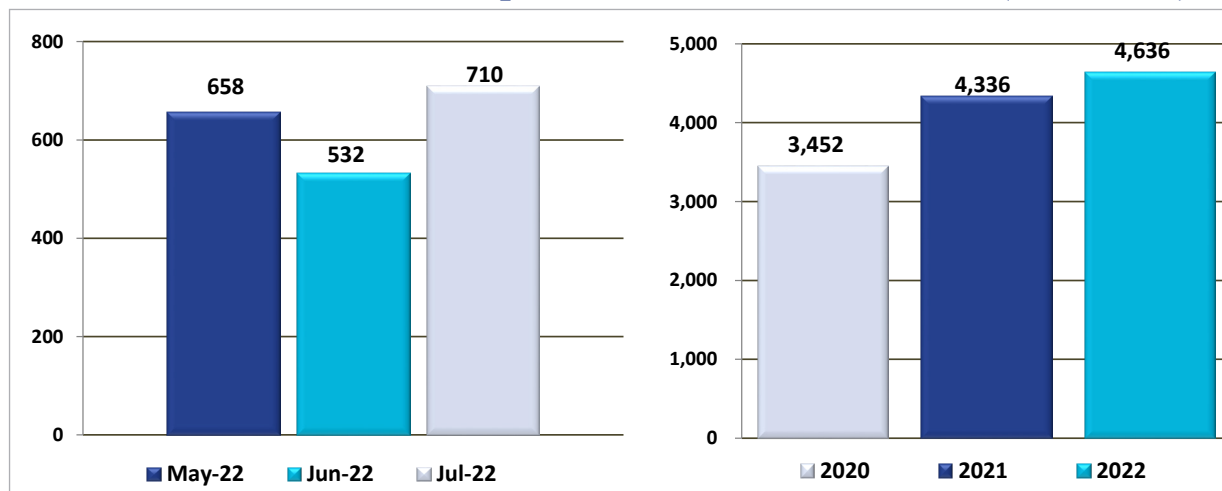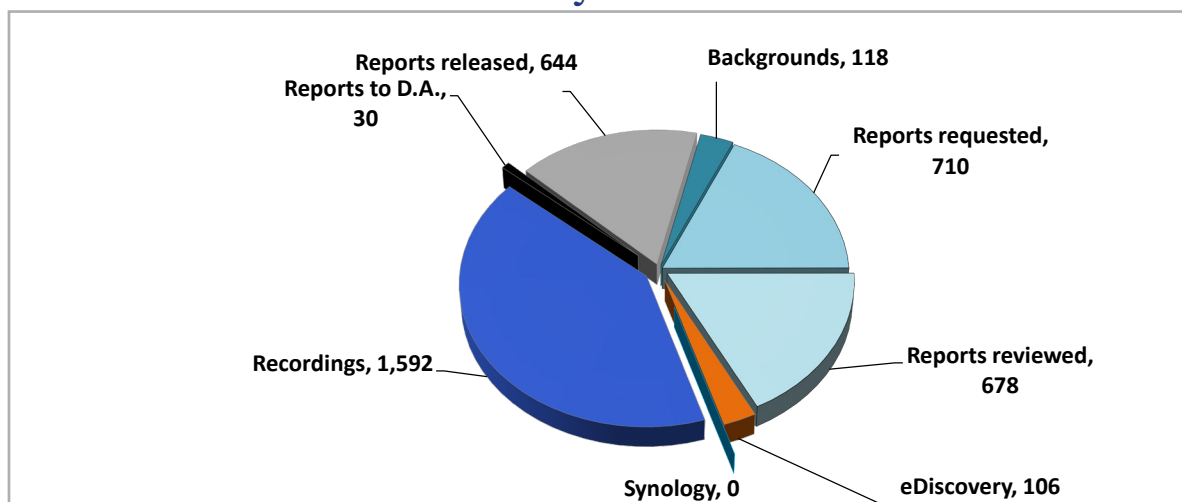### (2020-2022 Year-to-Date)

Property & Evidence

3 Month Comparison

2020-2022 Year-to-Date

Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
July 2022	118	710	678	106	0	1,592	30	644
July 2021	86	633	619	32	0	953	0	605
% Change 2021-2022	37.2%	12.2%	9.5%	231.3%	N/A	67.1%	N/A	6.4%
3-YR MO. AVG.	103	502	505	60	4	713	6	480

* Felony drug cases

Total Reports Requested

Three-Month Comparison

- May-22: 658
- Jun-22: 532
- Jul-22: 710

Year-to-Date (2020-2022)

- 2020: 3,452
- 2021: 4,336
- 2022: 4,636

Records Unit Workload
July 2022

- Reports released, 644
- Reports to D.A., 30
- Backgrounds, 118
- Reports requested, 710
- Recordings, 1,592
- Reports reviewed, 678
- Synology, 0
- eDiscovery, 106

Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs

Running Program Types	2022 July	2021 July	3-YR MO. AVG	2022 YTD	2021 Year-End	% Change 2021-2022
Crime Free Multi-Housing	0	0	1.9	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	9	-11.1%
Rock Watch	2	0	56.8	874	830	5.3%
CPTED (Crime Prevention)	1	1	1.3	29	22	31.8%
R-U-OK	-1	0	1.0	33	17	94.1%
Total Activity	**2**	**1**	**61.3**	**969**	**903**	**7.3%**

Notes: Rock Watch 2021-2022 YTD statistics were revised for accuracy. R-U-OK totals periodically fluctuate as members enter or leave the program.

Volunteer Hours

Unit Hours	2022 July	2021 July	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	93.5	376.0	167.0	1,425.0	1,510.0	-5.6%
Victim Advocates	521.0	540.0	456.4	3,055.0	3,237.0	-5.6%
VIPS-Community Safety Vol.	121.0	162.0	160.3	524.5	734.0	-28.5%
Total	**735.5**	**1078.0**	**825.0**	**5,004.5**	**5,481.0**	**-8.7%**

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)

July 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	17,550	4,042	36,287	3,451
Number of posts	18	17	6	11
Total Viewer Engagement	36,204	196	15,943	748
	Police		Town	
Call outs/Incident Response	2		0	
	TOTAL			
Media Inquiries	13			

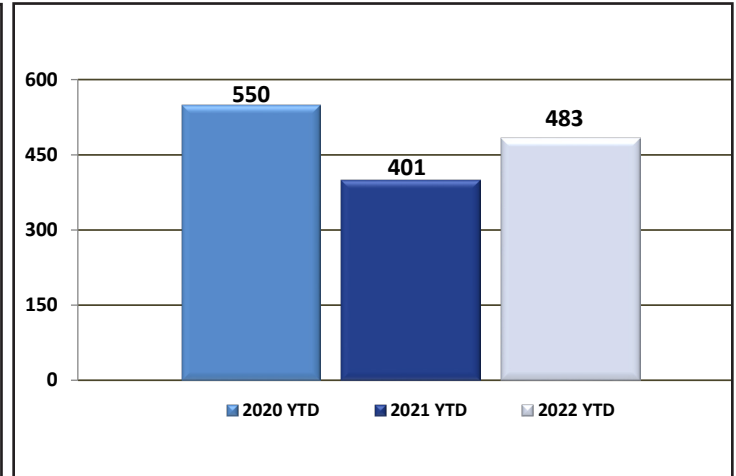# Priority 6: Technology, Equipment & Practices

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

Community Response Team (CRT) Dashboard

July 2022 Call Types

Calls for Service (other), 11
Mental Health Holds, 0
Welfare Checks, 2
Agency Assists, 4
Follow-ups, 30
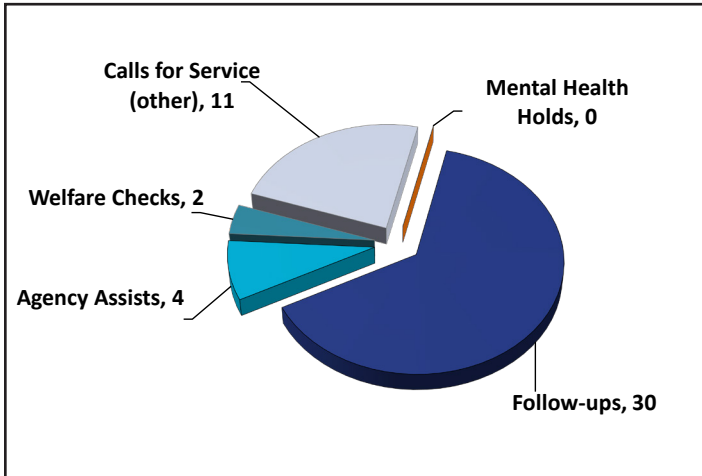
CRT Total Calls for Service (YTD)

- 2020 YTD: 550
- 2021 YTD: 401
- 2022 YTD: 483

Domestic Violence Lethality Assessment Program (LAP)

Call Type	2022 July	2021 July	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	21	13	10.1	83	74	12%
High-risk reports	14	3	5.0	35	35	0%

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	2022 July	2021 July	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Reports received	30	20	41	213	654	-67.4%

CUE Hit (Customer Service Measurement)

Castle Rock Police Department began utilizing a text survey as a measure for customer service success. Citizen callers on select non-violent or property crime calls for service receive a short text survey with the option to rate police department service on their call. We ask to be rated from 1 to 5 (5 is our goal). We also give the citizen a chance to leave text comments.

Since the start of the program, we sent out 656 surveys and received responses on 360 (54.9 percent) of which 87.5 percent received a rating of 5.

	Surveys		Rating Results (1-5)				
	Sent	Received	5	4	3	2	1
July	127	67	59	4	1	2	1
YTD	**656**	**360**	**315**	**23**	**8**	**5**	**9**

Department Highlights

July 18, 2022 at 2:28 p.m.

A man is in custody following a fatal stabbing that occurred behind a commercial building in Castle Rock.

Read the full news release here: https://crgov.com/CivicAlerts.aspx?AID=2012

FOR IMMEDIATE RELEASE

252 others   315 Comments 58 Shares

K9 Unit
Shogun & Maverick

Patrol Deployments: 1

Officer Gondeck and Maverick deployed once for a K9 protect.

Narcotics Deployments: 1

Officer Gondeck and Maverick deployed once on an alert with paraphernalia located.

Training: 20 hours

Officer Gondeck and Maverick -20 hours.

*At the time of this report, statistics for Officer Fellows and Shogun were not available.

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.