Photo Credit: PIO T. Temby

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

Castle Rock Police Department

100 Perry St., Castle Rock, CO 80104

303.663.6100 | Fax 303.663.6105

Police@CRgov.com | TipLine 720.733.3517

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.

"I'd like to give a shout-out to the Castle Rock Police Department, specifically Officer Ives, the Fire Department and the EMTs who responded to the accident on Woodlands Blvd. this afternoon where I was hit by a speeding drunk driver. You made an awful situation bearable. Thank you!"
Kathy B. (6/2/22)

"I just wanted to reach out to say a thank you to Officer Lance & Officer Fuino. This past weekend, I was concerned that my 2021 Jeep Grand Cherokee had been taken from Michael's Auto Body Shop here in Castle Rock. They, as well as your dispatch, went above & beyond to contact the owner & together, they were able to determine that my vehicle was secure. It's wonderful to know that Castle Rock has such caring individuals representing & protecting our town. Thank you again for your service. Stay safe & God bless you all."
Victoria M. (6/7/22)

"I just want to thank Officer [Bredehoeft] for her kindness to us last night. And especially, for her kindness to our son who was having a medical crisis. She was kind enough to call me back during her shift, and I was one very worried mom in Indiana. God bless you and keep you every day, and I will pray every day for your safety. Thank you again."
Maria & Jesse (6/13/22)

"Officer McNairy, thank you again for responding last night and being great to work with. You quickly put our minds at ease with your calm presence and great attitude. Thank you."
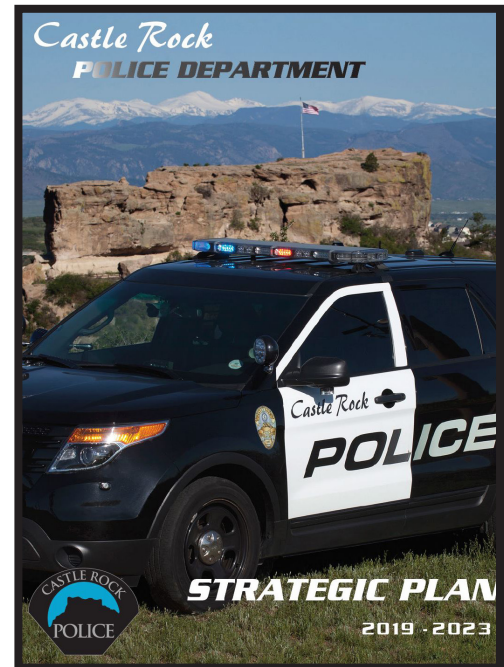Brad B. (6/17/22)

"Sorry it has taken me so long to give Officer Lewis a huge compliment. Officer Lewis pulled me one around 10:30 pm on Friday, May 27 for not using my turn signal…twice. Officer Lewis was very kind and helpful with letting me know where to go at that time of night to get food for our car load of kids. Although, I hated to see those police lights in my rear view window, Officer Lewis was awesome! The kids said "wouldn't it be great if all police officers were that nice"! Thank you Officer Lewis for the work that you do!"
Doug Z. (6/21/22)

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

Castle Rock Police Department unveiled its partnership with CueHit earlier this year. This optional customer service measurement tool is provided to citizens who contact the department on various calls for service (e.g., property crimes, non-violent crimes). This anonymous survey tool, allows the citizen to rate the service provided as well as to leave comments. At right, is a compilation of comments received during the past six months.

More information on the CueHit ratings are found on p. 12.

Priority 1: Crime

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

Persons Crime*						
Crime Offense*	**2022 May**	**2021 May**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Homicide	0	0	0.0	1	0	100%
Sex Offenses - forcible	1	4	2.8	6	19	-68%
Domestic Violence	14	8	16.1	68	75	-9%
Aggravated Assault	0	0	1.5	1	8	-88%
Total Persons Crimes	**15**	**12**	**20.4**	**75**	**102**	**-26%**
Property Crime*						
Crime Offense*	**2022 May**	**2021 May**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Burglary	5	6	7.6	23	35	-34%
Fraud/Forgery	16	21	40.9	87	532	-84%
Motor Vehicle Theft	9	6	7.0	22	33	-33%
Robbery	0	3	0.4	1	6	-83%
Theft from Motor Vehicle	12	18	18.5	55	119	-54%
Theft	51	74	61.6	284	364	-22%
Vandalism	36	32	32.0	129	187	-31%
Total Property Crimes	**129**	**160**	**168.0**	**601**	**1,276**	**-53%**
Total Crimes (Person & Property)	**144**	**172**	**188.4**	**676**	**1,378**	**-51%**

* 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**
June	80	1.74	0.26	**6.32**	68.88
May	100	1.22	0.32	**5.67**	50.06
April	89	1.50	0.30	**4.79**	54.53
2022 YTD	**486**	**1.43**	**0.32**	**5.73**	**63.84**
2021 MON. AVG	**79.3**	**1.50**	**0.30**	**5.48**	**66.17**

Note: The above time references are fractions of minutes.

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 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Cases assigned - Staff Advocates	21	15	21.5	135	124	9%
Cases assigned - Volunteer Advocates	18	13	10.7	78	70	11%
Total cases assigned	39	28	32.2	213	194	10%
Total victims served	74	69	59.4	380	380	0%
Volunteer office hours	2	0	2.4	38	0	0%
Total call out hours	22	20	15.4	115	81	42%

Victims Assistance Unit

On June 18, three Victim Assistance Volunteers completed the Arapahoe County Sheriff's Office Victim Assistance Academy. We welcome Michelle Weldon, Ashely Moore and Ina Batinovich to our VAU Team!

Each completed 40 hours of training and will continue to train here at CRPD to provide trauma-informed care on incidents here 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	**2022 June**	**2021 June**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Fatality	0	0	0.0	0	0	0%
Injury	4	3	2.6	25	13	92%
Non-Injury	58	87	64.1	400	397	1%
Traffic Crash Total	**62**	**90**	**66.7**	**425**	**410**	**4%**
Traffic Enforcement						
Traffic Type	**2022 June**	**2021 June**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Driving Under the Influence (DUI)	14	9	8.3	58	52	12%
Traffic Citations (Municipal and State)						
Call Type	**2022 June**	**2021 June**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Traffic Tickets Issued	125	147	122.7	736	869	-15%
Written Warnings	63	132	181.6	353	1,390	-75%

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.)
Jun-22	77	7	31	115	23	11	149
Authorized FTE positions	87		32	119			

Note: During June, seven members were out on extended leave or working modified duty assignments.

Training Hours						
Total Hours	2022 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	701	712	715.8	4,478.8	4,877.3	-8.2%
Types of Trainings						Hours per Type
Internal/In-service (Arrest control, wellness, mental health)						422
External Training (Crisis intervention, anti-bias policing, community policing, Excel, robbery conference, safety and survival, rolling surveillance, vehicle containment technique, arrest control, national co-responder conference, higher education safety symposium, and firearms)						279

Accomplishments / Recognition						
Type	2022 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments	7	8	10.5	50	59	-15%
Recognition / Awards	0	1	5.8	69	45	53%

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	2022 June 87 OFC /58	2021 June 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)	4,135	4,754	5,307.0	25,886	30,957	-16.4%
CFS, excludes self-initiated (SI)	2,321	2,265	2,082.6	12,795	12,024	6.4%
Year-to-Date (Per 1,000 citizens)	**28.6**	**28.5**		**157.5**	**151.5**	**4.0%**
CFS per Officer, excludes self-initiated	26.7	28.3		147.1	150.3	-2.1%
CFS per 1st Responder, excl. self-initiated	40.0	41.2		220.6	218.6	0.9%

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)
June	590	20	3.33	99.0%	99.8%	176.5
May	**660**	**21**	**3.28**	**99.1%**	**99.9%**	**164.7**
April	**546**	**18**	**3.38**	**98.5%**	**99.8%**	**171.9**
2022 YTD	**3,322**	**18**	**3.37**	**99.1%**	**99.8%**	**170.4**
2022 Monthly AVG	546.0	16.3		98.7%	99.9%	179.8
APCO and NENA Standard:*				**90.0%**	**95.0%**	N/A

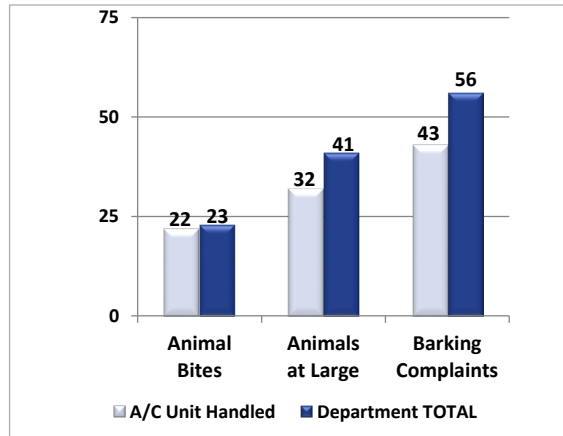|		
Mon. Administration Calls	4,578	153
Mon. Outbound Calls	1,130	38
YTD-Administration Calls	**25,654**	**141**
YTD-Outbound Calls	**6,676**	**37**

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

Downtown Liaison Officer (DLO)

Type	2022 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Parking Enforcement/CFS	116	143	167.3	479	1,559	-69.3%
Parking Warnings	1	37	61.7	42	612	-93.1%
Parking Tickets	70	49	39.9	213	185	15.1%

Animal Control Response Comparison
June 2022

A/C Unit Handled / Department TOTAL
- Animal Bites: 22, 23
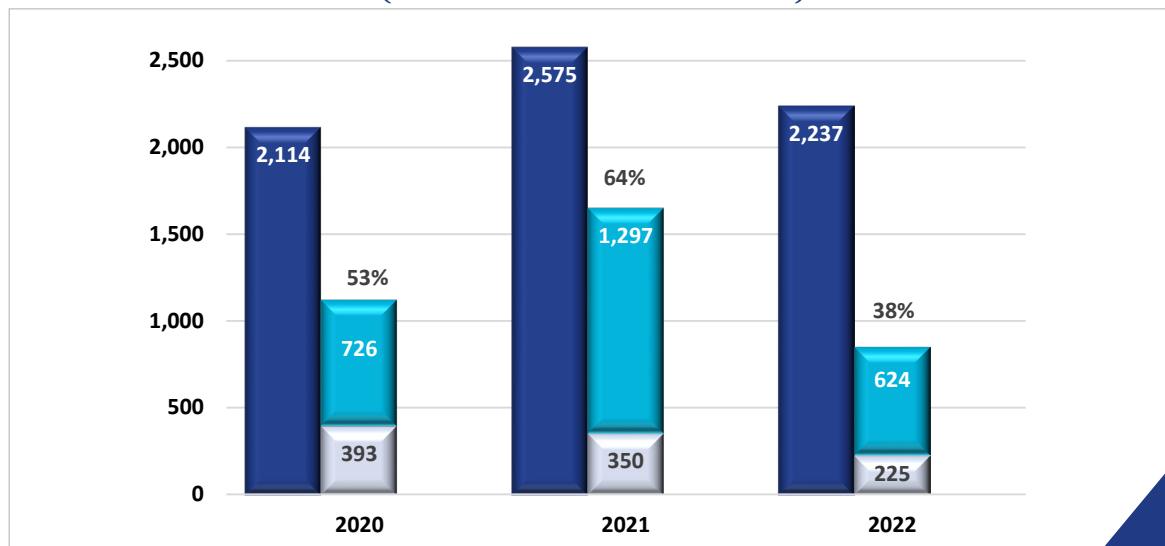- Animals at Large: 32, 41
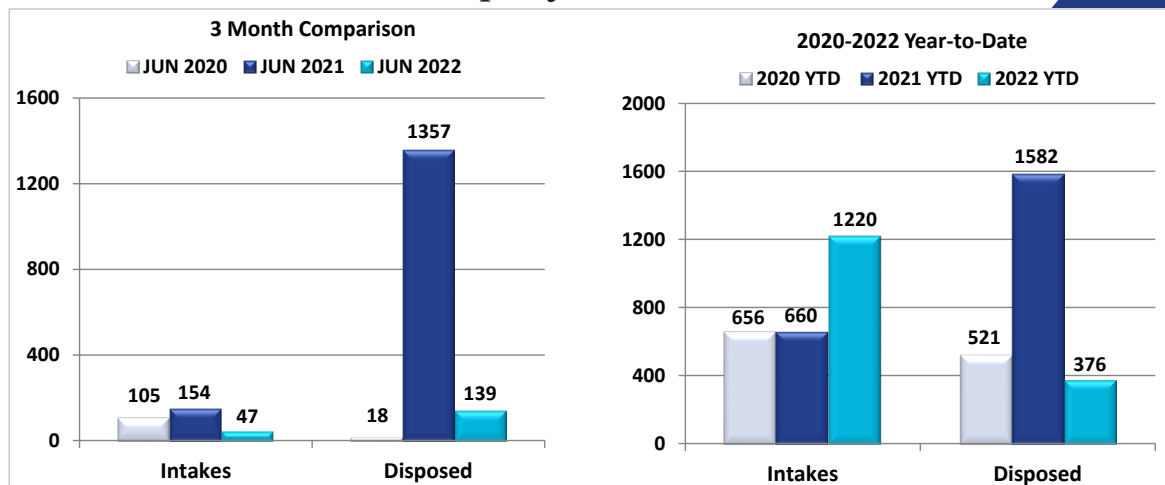- Barking Complaints: 43, 56

The ACU handled:

- **96** Percent of animal bites
- **78** Percent of animals at large
- **77** Percent of barking complaints

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

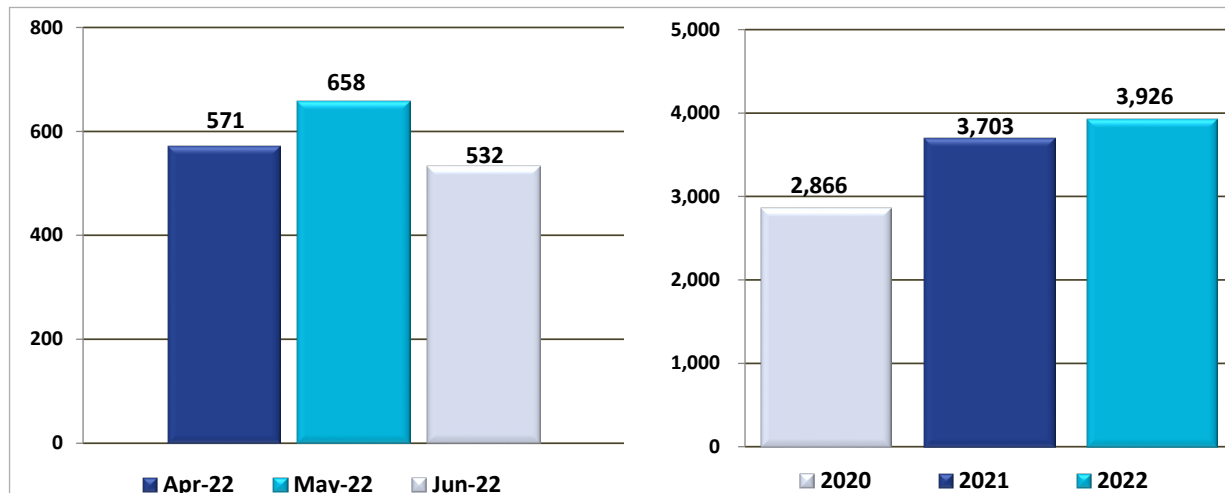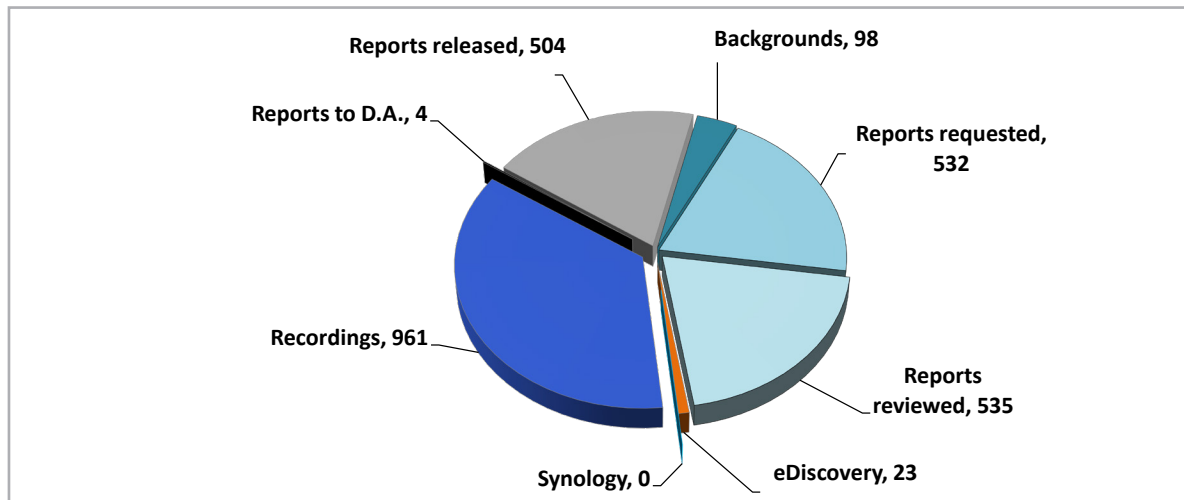## Investigations Case Reports
(2020-2022 Year-to-Date)

- 2020: 2,114 / 726 (53%) / 393
- 2021: 2,575 / 1,297 (64%) / 350
- 2022: 2,237 / 624 (38%) / 225

Property & Evidence

3 Month Comparison
JUN 2020 / JUN 2021 / JUN 2022
- Intakes: 105, 154, 47
- Disposed: 18, 1357, 139

2020-2022 Year-to-Date
2020 YTD / 2021 YTD / 2022 YTD
- Intakes: 656, 660, 1220
- Disposed: 521, 1582, 376

Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
June 2022	98	532	535	23	0	961	4	504
June 2021	97	811	826	104	0	1,537	3	782
% Change 2021-2022	1.0%	-34.4%	-35.2%	-77.9%	N/A	-37.5%	33.3%	-35.5%
3-YR MO. AVG.	103	502	505	60	4	713	6	480

* Felony drug cases

Total Reports Requested

Three-Month Comparison

- Apr-22
- May-22
- Jun-22

Year-to-Date (2020-2022)

- 2020
- 2021
- 2022

Records Unit Workload
June 2022

Reports released, 504
Reports to D.A., 4
Backgrounds, 98
Reports requested, 532
Recordings, 961
Reports reviewed, 535
Synology, 0
eDiscovery, 23

Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs

Running Program Types	2022 June	2021 June	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	1	0	56.8	872	830	5.1%
CPTED (Crime Prevention)	1	1	1.3	28	22	27.3%
R-U-OK	4	0	1.0	34	17	100.0%
Total Activity	**6**	**1**	**61.3**	**967**	**903**	**7.1%**

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 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	169.5	324.0	167.0	1,331.5	1,134.0	17.4%
Victim Advocates	542.0	430.0	456.4	2,534.0	2,773.0	-8.6%
VIPS-Community Safety Vol.	109.0	217.5	160.3	403.5	572.0	-29.5%
Total	**820.5**	**971.5**	**825.0**	**4,269.0**	**4,479.0**	**-4.7%**

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)

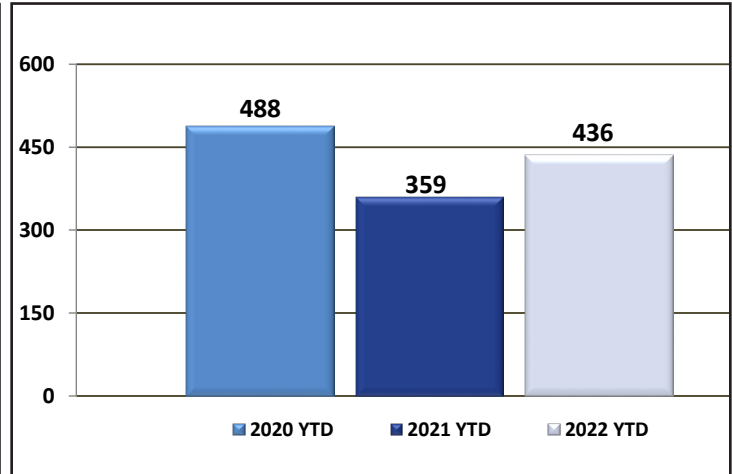| June 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	17,401	3,948	35,861	3,428
Number of posts	20	6	6	16
Total Viewer Engagement	15,365	38	11,203	1,402
	Police		**Town**	
Call outs/Incident Response	1		0	
	TOTAL			
Media Inquiries	4			

& Practices

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

Community Response Team (CRT) Dashboard

June 2022 Call Types

Calls for Service (other), 6
Welfare Checks, 6
Mental Health Holds, 0
Agency Assists, 8
Follow-ups, 47
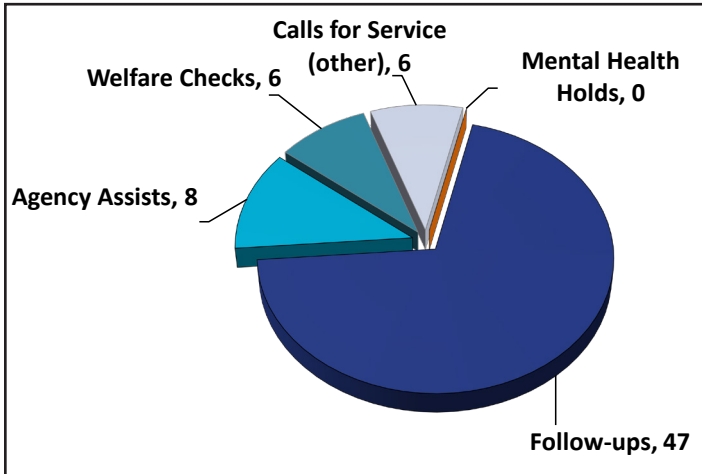
CRT Total Calls for Service (YTD)

488 — 2020 YTD
359 — 2021 YTD
436 — 2022 YTD

Domestic Violence Lethality Assessment Program (LAP)

Call Type	2022 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	10	6	10.0	62	61	2%
High-risk reports	3	3	5.0	21	32	-34%

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 June	2021 June	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Reports received	37	38	41	183	634	-71.1%

CueHit (Customer Service Measurement)

The department began utilizing a text survey as a customer service measurement. Citizens who contact CRPD regarding select non-violent or property crimes receive an anonymous short text survey with the option to rate police department services. CRPD is rated on a scale from 1 to 5 with 5 being our goal of excellence. The citizen is also provided an option to leave text comments.

Since its inception, CRPD sent 546 surveys and received 303 responses (55.5 percent). Of those responses, 88 percent received a rating of 5.

Rating Scores (Goal is: 5)
■1 ■2 ■3 ■4 ■5
8, 3%
3, 1%
7, 2%
19, 6%
266, 88%
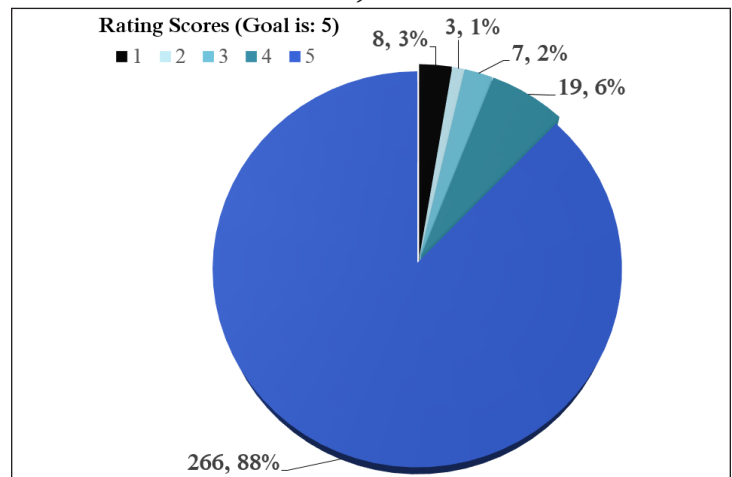
Congratulations to the **2022 Citizens Police Academy** graduates!

Over a 10-week course, this group learned and experienced what our officers face on a daily basis. We are so grateful for their participation and time... thank you for being a part of our annual academy!

To learn more about this unique community program, please visit: CRgov.com/Academy.

Citizens Police Academy - Class of 2022

Congratulations to our **June 2022 Youth Police Academy** graduates! This group worked with our School Resource Officers to learn the many aspects of the Castle Rock Police Department. We're grateful for your participation and can't wait to start the July session!

Additionally, we could not do this without the support of the Castle Rock community.

Youth Police Academy - Class of 2022

Congratulations are also in order for our **Explorer Unit**. They participated in the 2022 Capital Challenge in Topeka, KS, and had a great showing. We are proud to share they brought home trophies in the following events:

- Crisis Negotiations - 1st Place
- Death Investigations - 2nd Place
- Hostage Rescue - 3rd Place
- Unknown Trouble - 3rd Place

Explorer Unit - 2022 Capital Challenge

Department Highlights

June 1 at 4 p.m.

We are thrilled to announce the addition of six new officers to the Castle Rock Police Department. These members were sworn-in last month in front of family, friends and Town officials. We are excited to see all of the amazing things they will accomplish in the years to come.

Please help us welcome them to Castle Rock!

#WeWorkForYou
#OneByOne

crpoliceco

Liked by   183 others

K9 Unit
Shogun & Maverick

Patrol Deployments: 6

Officer Gondeck and Maverick deployed three times for a K9 protect, an area check (with apprehension), and one track.

Officer Fellows and Shogun deployed three times during the month on K9 protect calls for service.

Narcotics Deployments: 1

Fellows and Shogun deployed once and found 6 grams of Fentanyl. Officer Gondeck and Maverick were not called during June.

Training: 55 hours

Officer Fellows and Shogun - 25 hours

Officer Gondeck and Maverick - 30 hours.

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.