



Photo Credit: Officer Grandy



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.

"I care for adults with disabilities...lots of times I have had interactions with the responding officers, but the two females who responded [**Officers Bredehoeft & Milord**] were phenomenal with the client. They were compassionate with me instead of blaming the provider or being accusatory; these officers were amazing. Please thank them for us."
A.H. (8/21/22)

"Thank you [**Officer Houser**] for everything you did yesterday to ensure the girls took their actions seriously. I really appreciate you!"
Stephanie K. (8/15/22)

"Thank you for all you do in our community! You all have meant a great deal to me and have helped me in my very dark times as well as the good times. A special thank you to **Officer O'Donnell!** ... I forgot to mention how excited and beneficial this new program, CPU [Community Partnership Unit], is needed and appreciated for this community! I wouldn't wanna live anywhere besides Castle Rock!
Steven P. (8/4/22)



"Dear Sergeant Collins, I wanted to reach [out] to express my most sincere gratitude and accolades for **Officer Stembel**. I have worked with him for almost three years now and he is epitome of a caring, empathetic and stoic SRO. Our students love him dearly and he goes above and beyond to build relationships with them so that they know that he is a safe adult within our building. I know I can call him at a moment's notice to help in any situation... [His] leadership and presence within our school is vital. I hope that you will celebrate him for his unwavering commitment to our schools and be reassured that he is beloved in the REMS community."

Trena H. (8/18/22)

"Thank you to the officer [**Officer Stark**] directing traffic during the Cattle Drive last Friday. The one on Fifth Street and Perry [who] jumped out in front of two cars to protect me and my little dog. All I could say at the time was "that was nice of you." Later on it hit me how selfless that was of him. I should have been paying better attention, but I realize I actually put him in danger protecting me. I am so glad the situation seemed to work out fine for everybody. Thank you for all you do to protect and serve."

Anonymous (8/2/22)

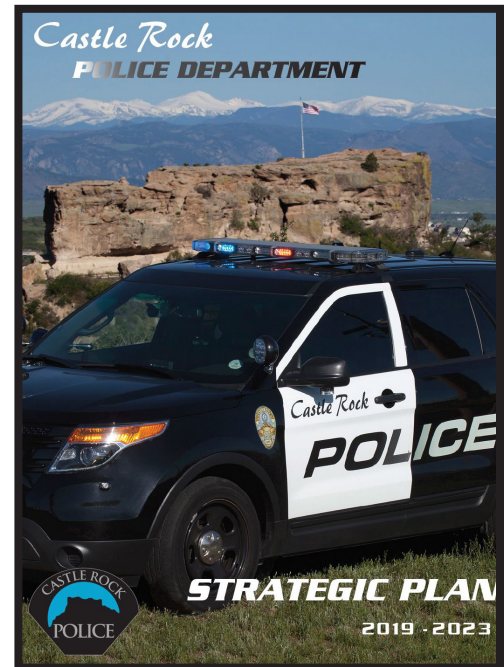
Message from the Chief



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



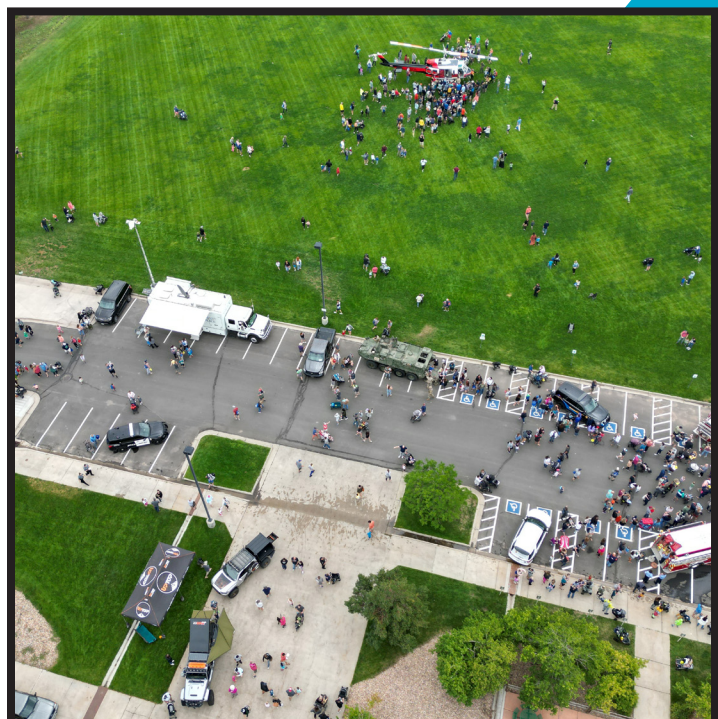
Read entire [CRgov.com/PDplan](https://www.castlerock.gov/CRgov.com/PDplan)

Leading with Success

Touch-A-Truck event

Our 2022 Touch-A-Truck event was another great success. Now in its sixth year, Touch-A-Truck brought vehicles from more than 20 organizations from around the region. The thousands in attendance had an opportunity to explore trucks from police and fire departments, the U.S. Army, government agencies, private companies and more!

“This event really showcases what makes Douglas County and Castle Rock so special,” Police Commander Mark Galvan said. “Year after year, companies and organizations from around the region donate their time to educate our community on the various vehicles they see. We’re so grateful for their on-going partnerships.”



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	2022 JUL Crime	2021 JUL Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Homicide	1	0	0.0	2	0	200%*	2 (100%)
Sex Offenses - Forcible	1	3	2.8	10	25	-60%	1 (10%)
Domestic Violence	27	14	16.1	116	96	21%	110 (95%)
Aggravated Assault	2	2	1.5	8	10	-20%	7 (88%)
Total Persons Crimes	31	19	20.4	136	131	4%	120 (88%)

Property Crime Offense	2022 JUL Crime	2021 JUL Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Burglary	4	15	7.6	33	58	-43%	7 (21%)
Fraud/Forgery	17	17	40.9	119	569	-79%	21 (18%)
Motor Vehicle Theft	10	7	7.0	37	48	-23%	1 (3%)
Robbery	0	0	0.4	1	6	-83%	0 (0%)
Theft from Motor Vehicle	3	24	18.5	68	157	-57%	0 (0%)
Theft	39	74	61.6	375	494	-24%	79 (21%)
Vandalism	22	40	32.0	189	258	-27%	37 (20%)
Total Property Crimes	95	177	168.0	822	1,590	-48%	145 (18%)

Total Crime Offense	2022 JUL Crime	2021 JUL Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Total Persons Crimes	31	19	20.4	136	131	4%	120 (88%)
Total Property Crimes	95	177	168.0	822	1,590	-48%	145 (18%)
Total Crimes	126	196	188.4	958	1721	-44%	265 (28%)

*Increase from "0" is an estimate as it can not be calculated.

Notes:

1. Persons and Property crimes are reported for the **previous** month due to the transition to NIBRS reporting.
2. 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 Ofcs on Scene
AUG	94	1.33	0.37	6.06	65.36
JUL	97	1.73	0.35	6.54	66.12
JUN	80	1.74	0.26	6.32	68.88
2022 YTD	678	1.46	0.33	5.93	64.79
2021 MON. AVG	79.3	1.50	0.30	5.48	66.17

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2022 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Cases assigned - Staff Advocates	29	17	21.5	198	157	26%
Cases assigned - Volunteer Advocates	12	10	10.7	106	99	7%
Total cases assigned	41	27	32.2	304	256	19%
Total victims served	80	46	59.4	538	484	11%
Volunteer office hours	0	0	2.4	45	2	2150%
Total call out hours	9	5	15.4	163	106	54%

Volunteer Spotlight

Michelle Weldon moved to Colorado in 2004 after vacationing and completely falling in love with Colorado. She is currently working towards a degree in Social Work at UCCS Colorado Springs and resides in Elizabeth with her husband, three amazing kids, and her two pups! She is really excited to serve as a volunteer and hopes to make a difference in someone's life.



Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2022 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Fatality	0	0	0.0	0	0	0%
Injury	9	5	2.6	37	21	76%
Non-Injury	67	63	64.1	525	525	0%
Traffic Crash Total	76	68	66.7	486	478	2%
Traffic Enforcement						
Traffic Type	2022 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Driving Under the Influence (DUI)	4	8	8.3	64	70	-9%
Traffic Citations (Municipal and State)						
Call Type	2022 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Traffic Tickets Issued	170	130	122.7	1,038	1,084	-4%
Written Warnings	144	72	181.6	618	1,555	-60%



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	8	87	9.2%	83.9%
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.)
AUG	82	2	29	113	23	11	147
Authorized FTE positions	87		32	119			

Training Hours						
Total Hours	2022 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	1,106.0	503.0	715.8	6,262.3	6,522.3	-4.0%
Types of Trainings						Hours per Type
Internal/In-service (Firearms: rifle/pistol, Investigations: child/adult sex assaults)						400
External Training (Narcan, Red Dot instructor, designated marksman, tactical leadership, Glock armorer, SWAT, FAA remote pilot, radar/lidar, narcotics investigation, Virtra instructor, Taser instructor, ballistic shield, arrest/control instructor, peer support, CARFAX for police, Our Community Listens, interview and interrogation, crime scene)						706

Accomplishments / Recognition						
Type	2022 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments	12	13	10.5	68	77	-12%
Recognition / Awards	5	2	5.8	74	52	42%

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 AUG <small>87 OFC /58</small>	2021 AUG <small>80 OFC /55</small>	3-YR MO. AVG	2022 YTD <small>87 OFC /58</small>	2021 YTD <small>80 OFC /55</small>	% Change 2021-2022
CFS TOTAL, includes self-initiated (SI)	4,961	4,939	5,307.0	36,254	45,065	-19.6%
CFS, excludes self-initiated (SI)	2,420	2,468	2,082.6	17,963	17,020	5.5%
Year-to-Date (Per 1,000 citizens)	29.8	31.1		221.1	214.5	3.1%
CFS per Officer, excludes self-initiated	27.8	30.9		206.5	212.8	-3.0%
CFS per 1st Responder, excl. self-initiated	41.7	44.9		309.7	309.5	0.1%

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)
AUG	592	19	3.27	99.5%	100.0%	175.2
JUL	637	21	3.22	99.2%	100.0%	172.3
JUN	590	20	3.33	99.0%	99.8%	176.5
2022 YTD	4,549	19	3.34	99.1%	99.9%	171.2
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	4,478	144				
Mon. Outbound Calls	1,102	36				
YTD-Administration Calls	35,289	145				
YTD-Outbound Calls	8,936	37				

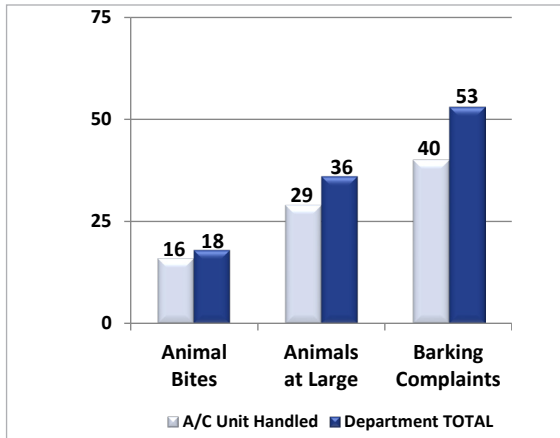
*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Downtown Liaison Officer (DLO)						
Type	2022 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Parking Enforcement/CFS	140	52	167.3	854	1,702	-49.8%
Parking Warnings	5	9	61.7	76	653	-88.4%
Parking Tickets	91	15	39.9	441	216	104.2%

Priority 4: Future Growth (continued)



Animal Control Monthly Response Comparison

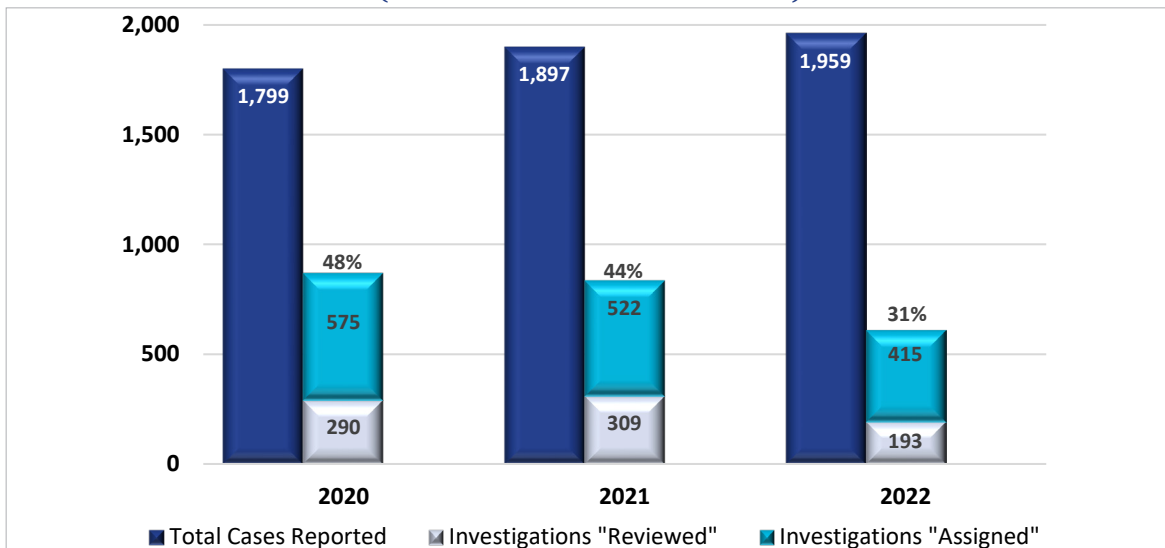


The ACU handled:

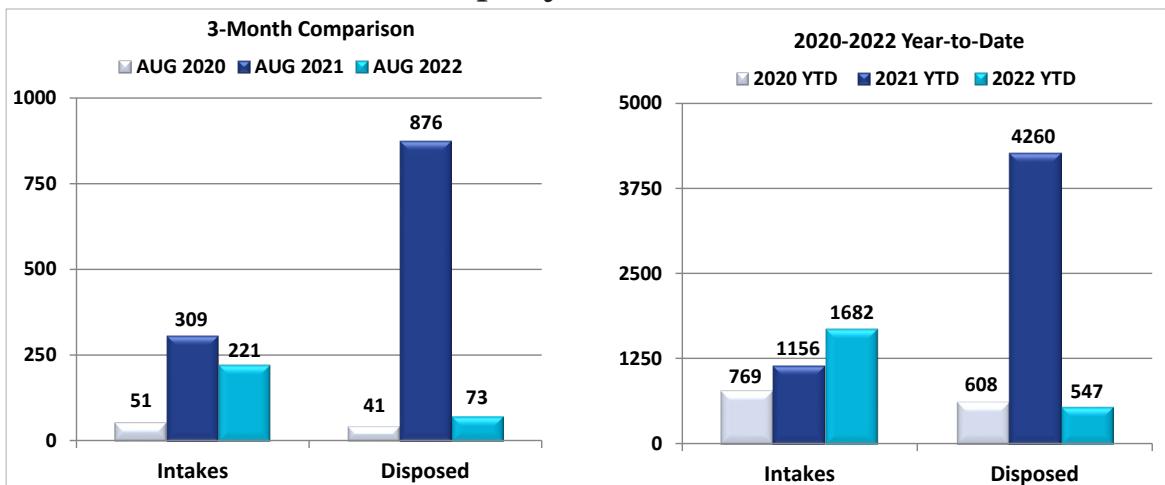
- 89 Percent of animal bites
- 81 Percent of animals at large
- 75 Percent of barking complaints

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

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



Property & Evidence



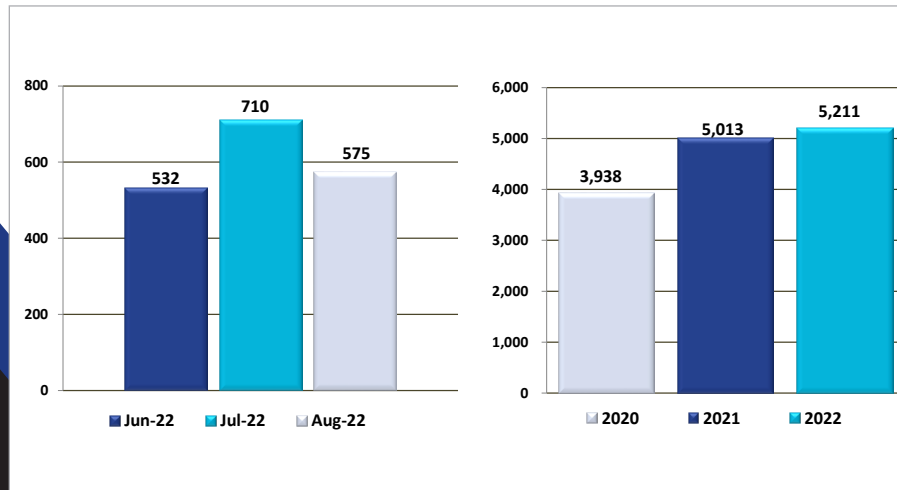
Priority 4: Future Growth (continued)

Records Unit

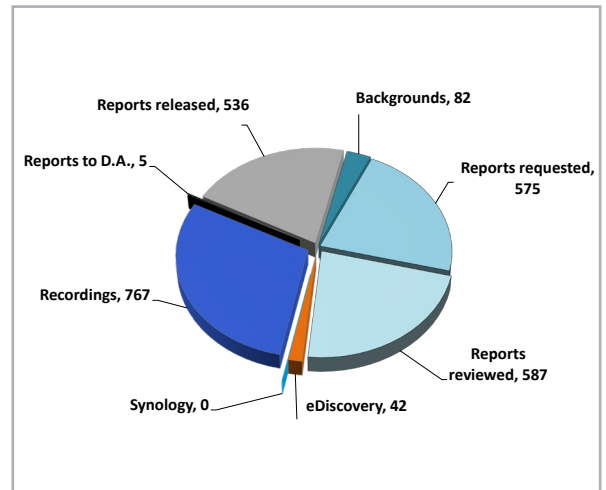
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
AUG 2022	82	575	587	42	0	767	5	536
AUG 2021	75	677	664	79	5	1,329	3	662
% Change 2021-2022	9.3%	-15.1%	-11.6%	-46.8%	-100.0%	-42.3%	66.7%	-19.0%
3-YR MO. AVG.	103	502	505	60	4	713	6	480

* Felony drug cases

Total Reports Requested Three-Month Comparison | Year-to-Date (2020-2022)



Records Unit Monthly Workload



PIO Temby's Corner - Top Social Media Post

August 18 at 4:32 PM

It's been a busy week for your Castle Rock Police Department! In the past seven days, officers have recovered six stolen vehicles -- including this van earlier today. In addition to recovering the van, both the driver the passenger had warrants, and a loaded firearm was seized. Great job by all!



#WeWorkForYou
#OneByOne



Priority 5: Community Policing & Partnerships



Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2022 AUG	2021 AUG	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	0	1	56.8	874	830	5.3%
CPTED (Crime Prevention)	1	0	1.3	30	22	36.4%
R-U-OK	0	0	1.0	33	17	94.1%
Total Activity	1	1	61.3	970	903	7.4%

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 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	99.0	120.0	167.0	1,524.0	1,630.0	-6.5%
Victim Advocates	502	465	456.4	3,557.0	3,702.0	-3.9%
VIPS-Community Safety Vol.	68.5	138.0	160.3	593.0	901.0	-34.2%
Total	669.5	723.0	825.0	5,674.0	6,233.0	-9.0%

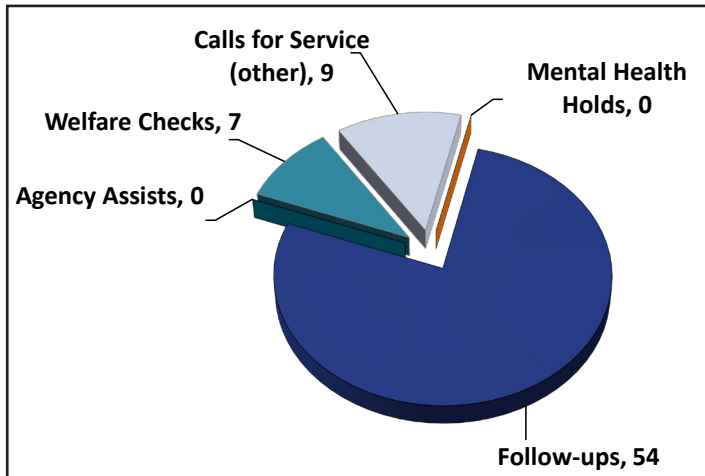
Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
AUG 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	17,738	4,095	36,643	3,486
Number of Posts	17	12	4	11
Total Viewer Engagement	56,937	148	15,192	1,425
	Police		Town	
Total Call Outs or Incident Response	7		0	
	TOTAL			
Media Inquiries	15			

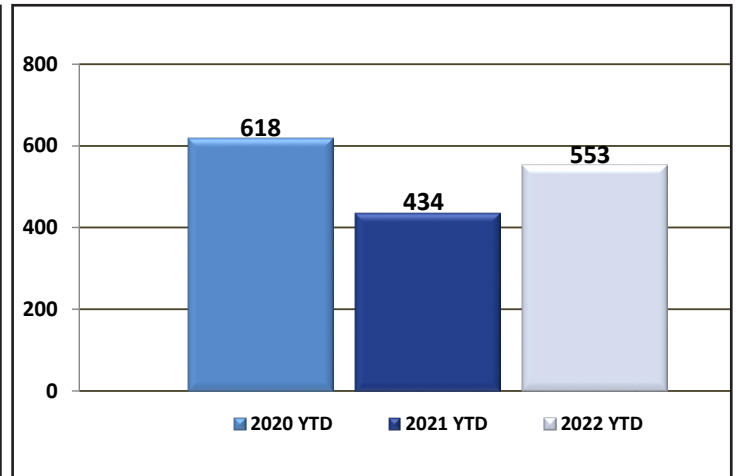
Priority 6: Technology, Equipment & Practices

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

August 2022 Call Types



CRT Total Calls for Service (YTD)



Domestic Violence Lethality Assessment Program (LAP)

Call Type	2022 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	9	6	10.1	92	80	15%
High-risk reports	4	1	5.0	39	36	8%

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 AUG	2021 AUG	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Reports received	29	24	41	242	678	-64.3

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.

Months & YTD	Surveys		Rating Results (1 - 5 with 5 as our goal)				
	Sent	Received	5	4	3	2	1
AUG	116	54	48	2	3	0	1
JUL	127	67	59	4	1	2	1
YTD	772	414	363	25	11	5	10