FESTIVAL PARK

CASTLE ROCK POLICE

Photo Credit:

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
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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 just wanted to leave a compliment for Sergeant Kevin McCann. He was very courteous, professional & friendly during my traffic stop." Justin B. (9/1/23)

Gary W. called in and wanted to make it known that Officer Burns was the "nicest police officer he has ever spoken to". He also stated that if all of our police officers are that kind, he wishes he would have bought a ranch here..." Gary W. (9/5/23)

"Officer O'Donnell talked me down from one of my very heightened levels. I honestly wouldn't be here today, if he hadn't talked me down from where I was that day many years ago." R. M. (9/5/23)

"We were hit from behind while sitting in our truck... We would like to commend the police Officer [Fuino]... for his timely response, professionalism, care and compassion... Although it was a stressful situation, we were grateful there were no major injuries or fatalities. And so thankful for our LE and fire/EMS." Laurie B. (9/5/23)

"I would like to compliment Officer T. Yowell and the officers who attended to me yesterday when I was involved in an accident ... Officer Yowell and the other officers present were very helpful and understanding... they respectfully asked me questions... I was very upset and confused... Officer Yowell and his fellow officers came across as empathetic and for that I am grateful." Edgar M. (9/8/23)

"Officer Burch thank you for your assistance... with our stolen credit card problem. We learned today that Visa is going to credit us. A big reason is the work you and... a detective [Officer Huston] did...Thank You." B. Kiefer (9/18/23)

"...I wanted to commend Officer Morrissey for his outstanding work...to the Cobblestone Ranch Community (CRC). His dedication and commitment to ensuring our community's safety have not gone unnoticed, and we are truly grateful for his service." C.J. G. (9/19/23)

"Regarding a recent incident, "Officers Cruz and Manzanares, and Dispatcher Benegas did a great job in handling it. They were very professional, sympathetic, and so impressive. Please tell Chief Cauley he has a great department here. Thank you." John D. (9 /21/23)

"We just wanted to send a shout out to Officer G. Young at the Castle Rock Police Department!! Somebody had stolen my husband's mobile phone... Within a couple of hours... Officer Young had the phone ready to be picked up... has saved us a lot of stress, time and money! He was very helpful and friendly and we wanted the department to be aware of that! Thank you." Wendy J. (9/25/23)

To Detective Williams: "I don't know how you do what you do. I would think it would be very hard emotionally to do these types of cases for as long as you have! You are the best and we are so grateful you are on the case! I know I say this almost every email but we cannot say thank you enough for everything you've done!" Mother of a victim (9/26/23)

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
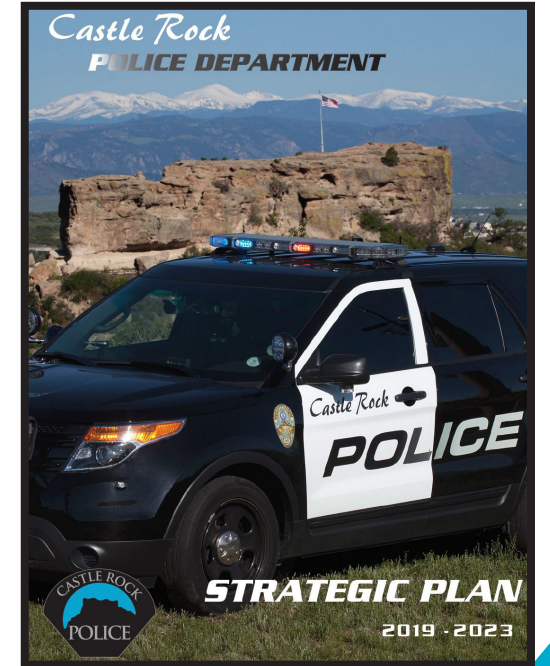
Read plan: CRgov.com/PDplan

Leading with Success

Chief Cauley was honored to have co-authored an article with Simon Sinek, Chief Doreen Jokerst and Undersheriff Chris Hsiung in the September issue of Police Chief Magazine. Now, more than ever, it is crucial for police leaders to intentionally create an environment that is safe and secure where officers and professional staff can thrive.

The Castle Rock Police Department's One-By-One Policing philosophy has been vital in helping us serve our team members so we can best serve our community.

Read the article.

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 Group A[1]	2023 AUG Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime	2022 YTD Clearance
Homicide	0	0.1	0	0	2	2
Kidnapping	0	1.1	9	7	8	8
Sex Offenses	0	2.8	6	1	19	1
Aggravated Assault	1	1.6	8	5	8	7
Simple Assault	16	17.2	113	76	131	93
Intimidation	6	5.0	26	13	24	9
Human Trafficking	0	0.0	0	0	0	0
Total	23	27.8	162	102	192	120

1 Persons and Property crimes are reported for the **previous** month due to the transition to NIBRS reporting.

Property Crime Offense-Group A	2023 AUG Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime	2022 YTD Clearance
Burglary	3	6.8	59	5	37	7
Fraud/Forgery Related	19	45.3	257	11	185	24
Robbery	0	0.4	0	0	1	0
Theft-(All except below 3*)	37	43.5	306	26	342	34
*Motor Vehicle Theft	9	5.9	52	3	46	2
*Theft from Motor Vehicle	15	17.6	75	2	84	0
*Shoplifting	26	19.9	151	75	124	54
Vandalism	19	31.2	187	43	236	47
All Other Property Crimes	3	5.7	40	33	86	67
Total	131	176.3	1,127	198	1,141	235

Crime Offense- Group A	2023 AUG Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime	2022 YTD Clearance
Persons Crimes	23	27.8	162	102	192	120
Property Crimes	131	176.3	1,127	198	1,141	235
Society Crimes	11	15.9	116	95	333	258
Total Crime -Group A	165	219.9	1,405	395	1,666	613

2 Total persons and property crimes do not account for all NIBRS crime codes for the month.

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
SEPT	107	1.75	0.41	6.23	67.17
AUG	98	1.47	0.47	7.66	76.18
JUL	110	1.54	0.46	6.18	66.60
2023 YTD	**83**	**1.92**	**0.52**	**5.89**	**57.00**
2022 MON. AVG	**663**	**1.67**	**0.49**	**6.42**	**66.43**

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Cases assigned - Staff Advocates	35	26	22.6	305	224	36%
Cases assigned - Volunteer Advocates	16	7	11.9	87	127	-31%
Total cases assigned	51	33	34.5	392	337	16%
Total victims served	85	70	62.5	743	608	22%
Volunteer office hours	13	0	2.4	71	45	58%
Call out hours (incl. on-scene, phone)	35	43	30.9	335	311	8%

Victims Assistance Unit (VAU) Spotlight

CRPD Victim Assistance would like to congratulate and welcome our four new volunteers! The new volunteers completed over 48 hours of training from various allied professionals in victim services. Training continues as volunteers shadow experienced volunteers and staff during on call shifts until they are prepared to work on their own. Thank you to Commander Varela and command staff from DCSO and Parker PD for welcoming all the new volunteers.

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

Traffic Crashes						
Crash Type	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD[1]	2022 YTD[2]	% Change 2022-2023
Traffic Crash Total	58	70	70.4	584	607	-4%
DUI Enforcement						
Traffic Type	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Driving Under the Influence (DUI)	7	7	7.7	55	67	-18%
Traffic Enforcement						
Call Type	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Traffic Tickets Issued	61	117	119	1,223	1,156	6%
Written Warnings	54	92	141	1,104	710	55%
Traffic Stops	283	479	434	4,333	3,608	20%

1 YTD numbers are verified monthly, which may result in updated data.

2 As of December 2022, traffic crash statistics are reported through CARFAX.

Goal 1: Attract and retain the highest quality employees

Goal 2: Train and develop employees

Goal 3: Recognize employee accomplishments

Sworn Staffing Levels				
Year	Officer Total Turnover	Total FTE	Total Turnover Rate	% Change from prior year
2023	3	92	3.3%	-64%
2022	8	87	9.2%	84%
2021	4	80	5.0%	-50%
2020	8	80	10.0%	-12%
2019	9	79	11.4%	115%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (incl. Vol.)
SEPT	89	0	32	121	17	7	145
Authorized FTE positions:	92	Authorized FTE positions:	35	127			

Training Hours						
Total Hours	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	934	1,239	726.4	10,686	7,502	42%
Types of Trainings						Hours per Type
Internal/In-service (Emergency vehicle operations, SFST recertifications, and vehicle extractions)						447
External Training (Promotional strategies for female officers, Adult mental health, PowerPoint Level II, Desert snow criminal interdiction workshop, CDIA (Colorado Drug Investigator Association) conference, CIT (Crisis Intervention Training), Level III accident reconstruction, Women of LE 2023 Conference, Therapy dog evaluator training, AWAC (Animal welfare of CO) fall conference, Colorado case law)						487

Accomplishments / Recognition						
Type	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	11	6	11.5	74	68	9%
Recognition/Awards	0	0	5.9	33	77	-57%

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 SEPT 90 OFC /61	2022 SEPT 87 OFC /58	3-YR MO. AVG[1]	2023 YTD 90 OFC /61	2022 YTD 87 OFC/ 55	% Change 2022-2023
CFS TOTAL, includes self-initiated (SI)	4,696	4,848	4,872.2	41,932	40,249	4.2%
CFS, excludes self-initiated (SI)	2,489	2,420	2,148.1	20,819	20,079	3.7%
Year-to-Date (Per 1,000 citizens)	55.4	59.6		494.5	495.4	-0.2%
CFS per Officer, excludes self-initiated	27.1	27.8		226.3	230.8	-1.9%
CFS per 1st Responder, excl. self-initiated	39.5	41.7		330.5	346.2	-4.5%

1 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 (secs)	Answer Time ≤10 secs	Answer Time ≤15 secs	AVG Call Length (secs)
SEPT	659	22	4.04	98.3%	99.9%	191.8
AUG	650	21	3.76	98.3%	100.0%	184.4
JUL	648	21	3.89	97.5%	99.4%	168.5
2023 YTD	4,947	18	3.70	98.3%	99.7%	184.3
2022 Monthly AVG	520.5	16.3	3.36	97.8%	99.7%	185.4
Non-Emergent Calls	# of Calls	Avg per Day	APCO/NENA Standard:[2]	90%	95%	N/A
Administration Calls (MO)	4,294	143				
Outbound Calls (MO)	977	33				
Administration Calls (YTD)	38,468	140				
Outbound Calls (YTD)	9,159	33				

2 Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).
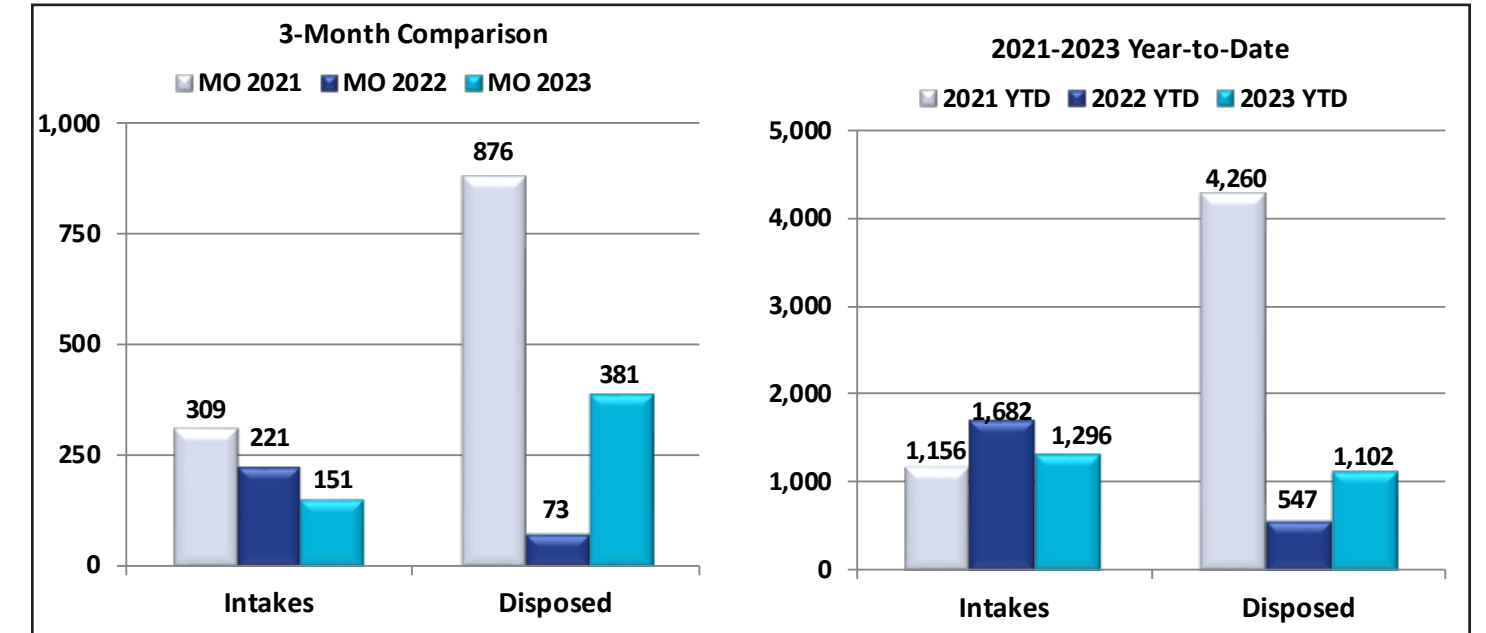
Animal Control Unit (ACU) Monthly Response Comparison
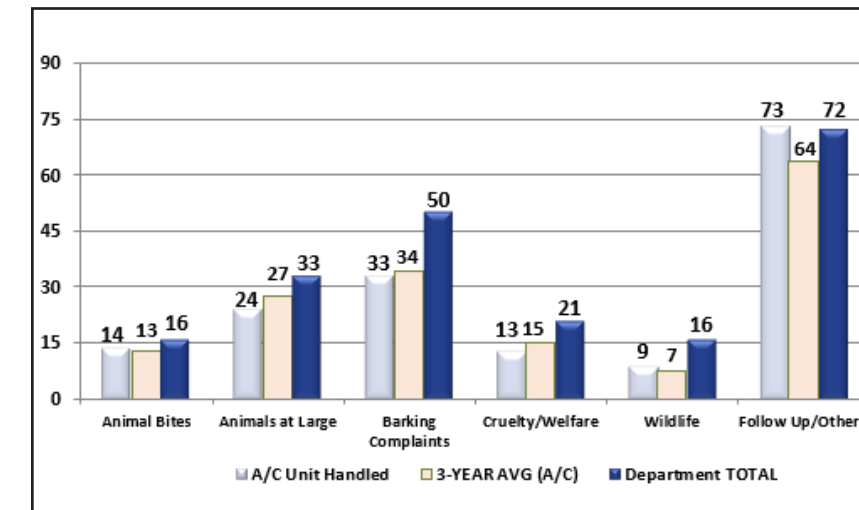
ACU Percentage of CRPD's Total Calls for Service (CFS)

Call Types	ACU %
Animal Bites	88%
Animals at Large	73%
Barking Calls	66%
Cruelty/Welfare	62%
Wildlife	56%
Follow-up/Other[1]	101%

1 ACU responds on other departmental-call types, incl. patrol-related calls for service.
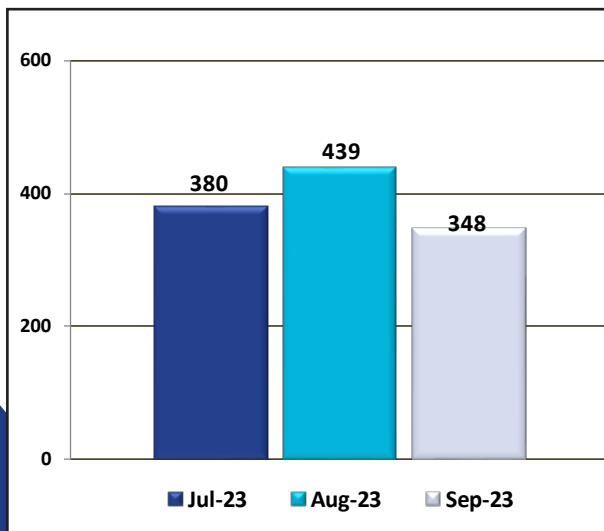
Property & Evidence

Records Unit

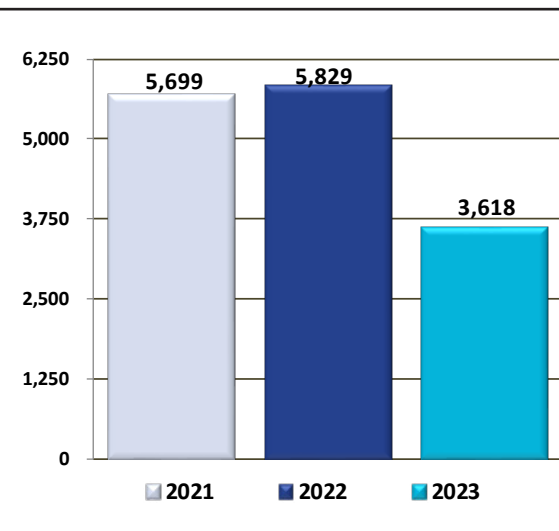| Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
SEPT 2023	116	348	373	41	0	926	8	267
SEPT 2022	86	618	597	56	0	1,167	4	563
% Change 2022-2023	35%	-44%	-38%	-27%	N/A	-21%	100%	-53%
3-YR MO. AVG.	107	575	569	58	2	1,141	4	549

* Felony drug cases
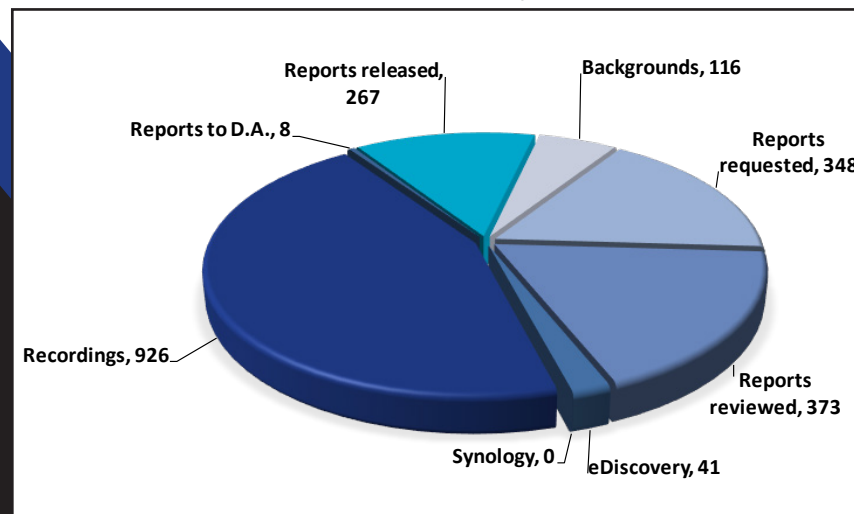
Total Reports Requested

Three-Month Comparison

Year-to-Date (2021-2023)

Records Unit Monthly Workload

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD	2022 Year-End	% Change 2022-2023
Crime Free Multi-Housing	0	0	2.0	25	25	0%
Crime Free Self-Storage	0	0	0.7	8	8	0%
Rock Watch	27	4	69.1	975	886	7%
CPTED (Crime Prevention)	2	1	1.9	41	34	21%
R-U-OK	0	0	1.6	38	33	15%
Total Activity	**29**	**5**	**75.3**	**1,060**	**986**	**8%**

Note: For more information on the above programs, visit CRgov.com/**Police**.

Volunteer Hours						
Unit Hours	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	665	105	150.8	2,352	1,631	44%
Victim Advocates	653	536	463.2	3255	4093	-20%
Volunteers in Policing (CSVs, Admin)	33	65	104.7	345	669	-48%
Total	**1,040**	**672**	**718.7**	**5,299**	**5,857**	**-10%**

Goal 2: Optimize communication and marketing programs

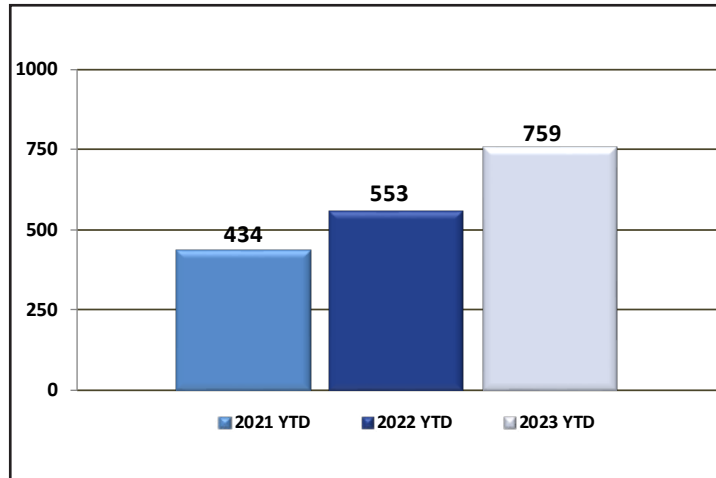| Public Information Officer (PIO)				
SEPT 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	20,443	4,733	40,311	3,999
Number of Posts	22	6	6	17
Total Viewer Engagement	**15,500**	**43**	**5,675**	**3,081**
	Police		Town	
Total Call Outs or Incident Response	0		0	
	TOTAL			
Media Inquiries	4			

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

Community Response Team (CRT) Dashboard

Monthly 2023 Call Types

- Mental Health Holds, 1
- Calls for Service (other), 45
- Follow-ups, 54
- Welfare Checks, 17
- Agency Assists, 3
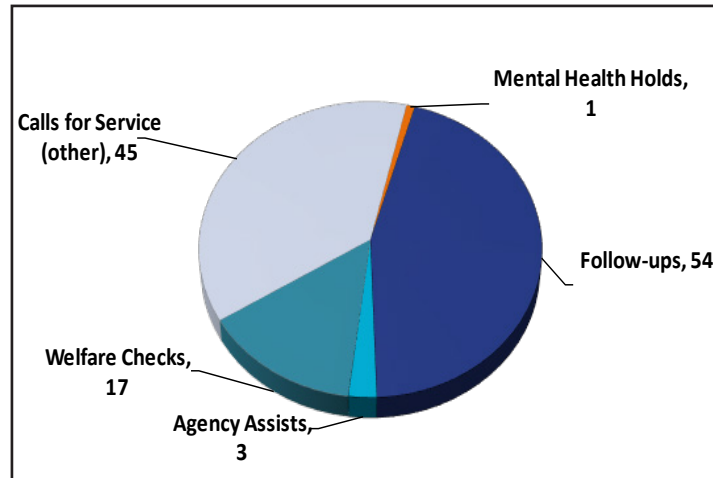
CRT Total Calls for Service (YTD)

- 2021 YTD: 434
- 2022 YTD: 553
- 2023 YTD: 759

Domestic Violence Lethality Assessment Program (LAP)

Call Type	2023 SEPT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022 - 2023
DV Investigations	51	37	344	331	13%
DV Arrests- Misdemeanor	13	8	76	80	-4%
DV Arrests- Felony	2	2	18	16	2%
DV ARRESTS TOTAL	**15**	**10**	**94**	**96**	**-2%**

The LAP tool is designed to reduce risks, save lives and involves an assessment to determine risks in collaboration with community-based victim service providers. More information: LethalityAssessmentProgram.org

ePoliceReporting

Online Crime Reports	2023 SEPT	2022 SEPT	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	21	28	44.1	201	270	-26%

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 and may also leave comments. 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
SEPT	117	53	50	1	1	1	0
AUG	102	49	46	1	1	0	1
YTD*	**1,036**	**509**	**454**	**25**	**11**	**6**	**13**

PIO Temby's Corner

Top Social Media Post

Sept. 1, 4:03 p.m.

Happy Retirement! Join us in wishing Officer Lewis the very best in retirement following his 16 years of service with the Castle Rock Police Department and more than 30 years in the policing profession. We are so grateful for his many contributions to our Town, whether it be working on patrol, as a school resource officer or ambassador for Special Olympics Colorado. Thank you, Officer Lewis, for the positive impact you left on the Castle Rock community and for being a true representation of our One-By-One Policing philosophy!

#WeWorkForYou #OneByOne

K9 Unit
Officer Fellows and Shogun

Patrol Deployments: 1

The K9 Unit deployed once during the month.

Narcotics Deployments: 0

The K9 Unit was not deployed for any narcotics calls for September.

Training: 20 hours

Officer Fellows and Shogun trained a total of 20 hours.

Shogun

***K9 Protect** is a term used when a K9 is on 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, and higher risk attempts to contact.