

*Castle Rock*

***POLICE DEPARTMENT***



***December 2019***

# 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 newly adopted vision and is a unique way of leading and serving people that is central to our mission of providing a safe and secure community. It is why we do what we do, 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**.

*"I contacted CRPD at 11:45 AM today in reference [to] an intoxicated female at Safeway's gas station off Plum Creek Pkwy and Perry St. She was very intoxicated and trying to get into cars, clearly making all the patrons uncomfortable. The clerk looked very nervous. Your officer arrived promptly and immediately and professionally contacted the female and handled the situation as needed in a calm manner. Once he was there, everything felt calm and under control. I didn't remain to see the entire situation unfold but wanted to let you know that we the citizens appreciate you."*

Brian B. 12/19/19

*"Last night, I ran out of gas. An officer checked on me and parked behind me with his lights on to keep me safe. He was so kind and pleasant. He gave the kids stickers and shined his flashlight to wear we could see the gas nozzle. What could have been an awful situation was better because one of your officers served and protected me."*

Katie M. 12/12/19

During the holiday season, the department was appreciative of all the delicious snacks, kind notes, and donations sent by our citizens and business owners.

Words cannot express our gratitude of this community's outpouring of support and well wishes! Below are just a few examples.



# Message from the Chief



Welcome to the Castle Rock Police Department's Monthly Report. The format of the 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

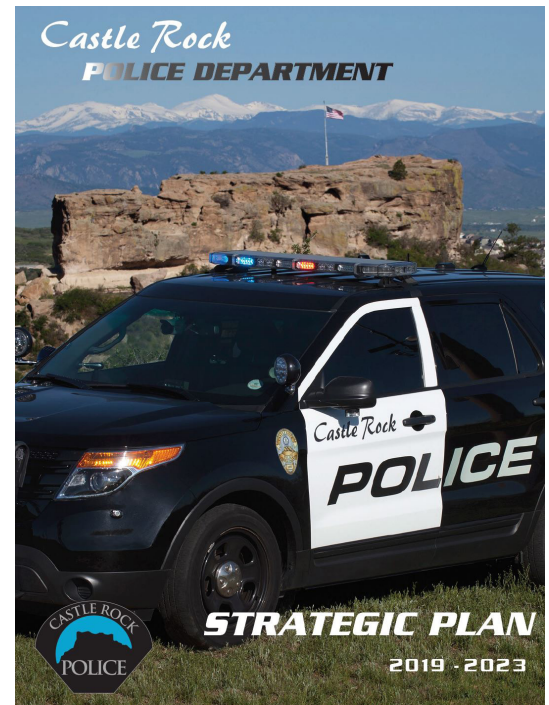
New York Times bestselling author Simon Sinek presented Chief Jack Cauley with the 2018 Igniter of the Year award at the Dec. 17 Town Council meeting. Each year Sinek presents the award to the person who has taken his vision and run with it, building upon it and making it better. Someone who ignites the

spirit in other people, creating the spark and turning it into a flame.

"The Igniter of the Year Award is given to the person who takes my work and uses it, without any guidance or help, embraces the work and uses it to transform the culture and the lives of the people around them," said Sinek in the award presentation to Cauley. "Your officers, your staff and your community are better off, thanks to you."



Congratulations, Chief Cauley!



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



# Priority 1: Crime

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

| Response Times        |          |            |          |          |                |
|-----------------------|----------|------------|----------|----------|----------------|
| Priority 1 Calls Only | 2019 DEC | # of Calls | 2019 YTD | 2018 YTD | 2018 Benchmark |
| Dispatch to Arrival   | 5.34     | 98         | 5.68     | 5.13     | 5.23           |

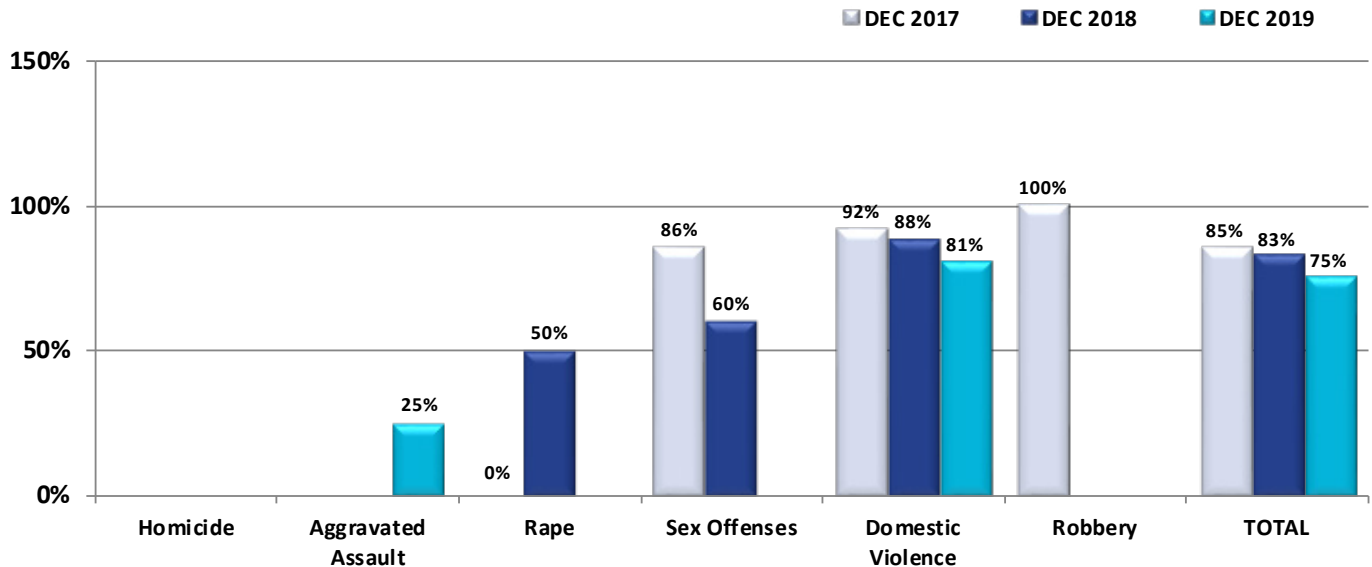
| Persons Crime                                 |            |              |              |                      |              |
|-----------------------------------------------|------------|--------------|--------------|----------------------|--------------|
| Crime Offense                                 | 2019 DEC   | 2019 YTD     | 2018 YTD     | % change 2018 - 2019 | 2017 YTD     |
| Homicide                                      | 0          | 0            | 0            | n/a                  | 0            |
| Rape                                          | 0          | 8            | 13           | -38%                 | 17           |
| Sex Offenses                                  | 0          | 19           | 27           | -30%                 | 45           |
| Domestic Violence                             | 36         | 205          | 280          | -27%                 | 280          |
| Aggravated Assault                            | 4          | 13           | 15           | -13%                 | 16           |
| Robbery                                       | 0          | 4            | 2            | 100%                 | 10           |
| <b>Total Persons Crimes</b>                   | <b>40</b>  | <b>249</b>   | <b>337</b>   | <b>-26%</b>          | <b>368</b>   |
| Property Crime                                |            |              |              |                      |              |
| Crime Offense                                 | 2019 DEC   | 2019 YTD     | 2018 YTD     | % change 2018 - 2019 | 2017 YTD     |
| Burglary                                      | 18         | 99           | 97           | 2%                   | 115          |
| Fraud/Forgery                                 | 6          | 413          | 288          | 43%                  | 139          |
| Motor Vehicle Theft                           | 7          | 66           | 67           | -1%                  | 58           |
| Theft from Motor Vehicle                      | 2          | 64           | 55           | 16%                  | 52           |
| Theft                                         | 72         | 647          | 568          | 14%                  | 613          |
| Vandalism                                     | 32         | 337          | 322          | 5%                   | 378          |
| <b>Total Property Crimes</b>                  | <b>137</b> | <b>1,626</b> | <b>1,397</b> | <b>16%</b>           | <b>1,355</b> |
| <b>TOTAL ALL CRIMES<br/>(Person/Property)</b> | <b>177</b> | <b>1,875</b> | <b>1,734</b> | <b>8%</b>            | <b>1,723</b> |

# Priority 1: Crime (continued)

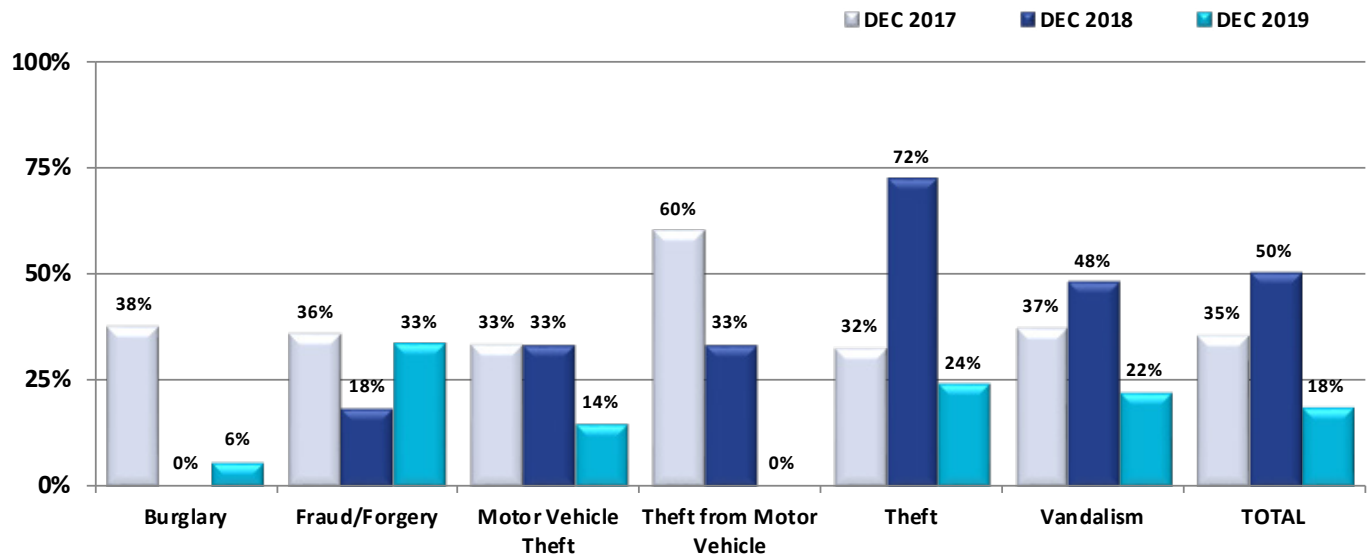


**Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders**

## Persons Crime Clearance Rates (2017-2019 Year-to-Date Comparison)



## Property Crime Clearance Rates (2017-2019 Year-to-Date Comparison)



\*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                             | 2019 DEC | 2019 YTD | 2018 YTD | % change 2018 - 2019 | 2017 YTD |
| Cases assigned - Staff Advocates     | 17       | 252      | 291      | -13%                 | 251      |
| Cases assigned - Volunteer Advocates | 9        | 123      | 128      | -4%                  | 153      |
| Total cases assigned                 | 26       | 375      | 419      | -11%                 | 404      |
| Total victims served                 | 58       | 721      | 872      | -17%                 | 656      |
| Total office hours                   | 0        | 57       | 161      | -65%                 | 435      |
| Total call out hours                 | 9        | 232      | 243      | -5%                  | 245      |

The Victim Assistance Team closed out the year with our annual holiday appreciation dinner at Castle Café. We shared stories, had some laughs, and good cheer. Members of the team volunteered for Santa's Second Chance and Heroes and Helpers in addition to their assigned shifts for the month.

### Volunteer Spotlight: Abbie Hoffbauer

Abbie is a Colorado native who loves the small town atmosphere of Castle Rock. She is a licensed social worker who has worked in child welfare at both El Paso and Jefferson counties, as well as in domestic adoption for a local agency. Abbie was recently hired as the case manager for the Youth Crisis Response Team in the Douglas County School system. She enjoys being able to serve her community and become more well-rounded professionally along the way. Her hobbies include reading, cuddling her two rescue pups, hiking, and playing board games with friends.



Commander Gorman (left), VAC Lewis (Center) and our Victim Assistance Unit



VA Volunteer Hoffbauer

# Priority 2: Traffic Safety



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

| Traffic Crashes                   |            |              |              |                      |              |
|-----------------------------------|------------|--------------|--------------|----------------------|--------------|
| Crash Type                        | 2019 DEC   | 2019 YTD     | 2018 YTD     | % change 2018 - 2019 | 2017 YTD     |
| Fatality                          | 0          | 0            | 2            | -100%                | 2            |
| Injury                            | 1          | 37           | 25           | 48%                  | 45           |
| Non-Injury                        | 81         | 828          | 910          | -9%                  | 847          |
| <b>Traffic Crash Total</b>        | <b>82</b>  | <b>865</b>   | <b>937</b>   | <b>-8%</b>           | <b>894</b>   |
| Traffic Enforcement               |            |              |              |                      |              |
| Traffic Type                      | 2019 DEC   | 2019 YTD     | 2018 YTD     | % change 2018 - 2019 | 2017 YTD     |
| Driving Under the Influence (DUI) | 8          | 95           | 119          | -20%                 | 167          |
| Traffic Citations Departmentwide  |            |              |              |                      |              |
| Call Type                         | 2019 DEC   | 2019 YTD     | 2018 YTD     | % change 2018 - 2019 | 2017 YTD     |
| Traffic Tickets Issued            | 67         | 1,568        | 1,699        | -8%                  | 1,644        |
| Written Warnings                  | 181        | 2,402        | 3,439        | -30%                 | 3,990        |
| <b>Total Traffic Stops</b>        | <b>443</b> | <b>6,181</b> | <b>6,674</b> | <b>-7%</b>           | <b>7,258</b> |

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 |
| 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%                    |
| 2015                   | 5                      | 67              | 0.075               | 61.7%                    |
| 2014                   | 3                      | 65              | 0.046               | -40.0%                   |
| 2013                   | 5                      | 65              | 0.077               | n/a                      |
| Training Hours         |                        |                 |                     |                          |
| Topics                 | 2019 DEC               | 2019 YTD        | 2018 YTD            | % change 2018 - 2019     |
| <b>Total Hours</b>     | <b>388.5</b>           | <b>9,516</b>    | <b>9,449</b>        | <b>0.71%</b>             |
| Types of Trainings     |                        |                 | Total Hours: 388.5  |                          |
| Arrest control         |                        |                 | 51.00               |                          |
| Miscellaneous          |                        |                 | 2.25                |                          |
| Driving                |                        |                 | 17.00               |                          |
| External               |                        |                 | 210.25              |                          |
| Firearms qualification |                        |                 | 33.00               |                          |
| Firearms               |                        |                 | 56.00               |                          |
| Mini-skills            |                        |                 | 19.00               |                          |

| Accomplishments / Recognition |          |          |          |                      |
|-------------------------------|----------|----------|----------|----------------------|
| Type                          | 2019 DEC | 2019 YTD | 2018 YTD | % change 2018 - 2019 |
| Compliments                   | 3        | 62       | 53       | 17%                  |
| Recognition / Awards          | 2        | 74       | 57       | 30%                  |

# Priority 4: Prepare for Future Growth



**Goal 1: Monitor Townwide population growth estimates**

**Goal 2: Monitor Police Department workload**

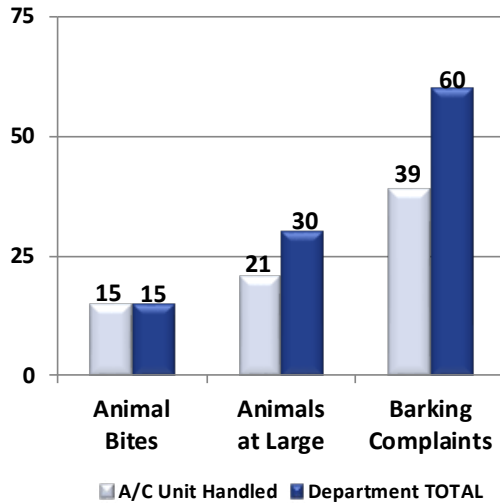
**Goal 3: Evaluate an efficient method of delivering service to newly developed areas**

| Calls for Service (CFS)                                            |                           |                           |                             |                              |                                     |
|--------------------------------------------------------------------|---------------------------|---------------------------|-----------------------------|------------------------------|-------------------------------------|
| Calls for Service (CFS)<br>Per officer / Per 1st Responder         | 2019<br>DEC<br>79 OFC /53 | 2019<br>YTD<br>79 OFC /53 | 2018<br>TOTAL<br>75 OFC/ 51 | 2017<br>TOTAL<br>73 OFC / 52 | 2018<br>Benchmark<br>Annual Average |
| CFS TOTAL, includes self-initiated (SI)                            | 5,274                     | 69,234                    | 69,450                      | 71,699                       | n/a                                 |
| CFS, excludes self-initiated (SI)                                  | 2,137                     | 25,075                    | 25,360                      | 26,105                       | 73,221                              |
| <b>Year-to-Date (Per 1,000 citizens)</b>                           |                           | 348.7                     | 365.9                       | 398.5                        | 442.7                               |
| CFS per officer, excludes self-initiated                           |                           | 317.4                     | 338.1                       | 357.6                        | 319.2                               |
| CFS per 1st Responder, excludes self-initiated                     |                           | 473.1                     | 497.3                       | 502.0                        | 560.0                               |
| Communication Unit                                                 |                           |                           |                             |                              |                                     |
| Dispatch Times for Calls for Service<br>(excluding self-initiated) | 2019<br>DEC               | 2019<br>YTD               |                             |                              |                                     |
| Average Call Receipt to Dispatch Time (min)                        | 4.46                      | 4.44                      |                             |                              |                                     |
| Average Call Dispatch to Arrival (min)                             | 5.63                      | 5.47                      |                             |                              |                                     |

| Downtown Liaison Officer (DLO) |                    |                    |                    |                         |
|--------------------------------|--------------------|--------------------|--------------------|-------------------------|
| Call Type                      | DLO<br>2019<br>DEC | DLO<br>2019<br>YTD | DLO<br>2018<br>YTD | % change<br>2018 - 2019 |
| Parking Enforcement/CFS        | 271                | 1,855              | 1,607              | 15%                     |
| Parking Warnings               | 68                 | 583                | 659                | -12%                    |
| Parking Tickets                | 79                 | 735                | 802                | -8%                     |
| Counter Accident Reports       | 0                  | 87                 | 86                 | 1%                      |
| VIN Verifications              | 7                  | 332                | 429                | -23%                    |

# Priority 4: Future Growth (continued)

## Animal Control Response Comparison DEC. 2019



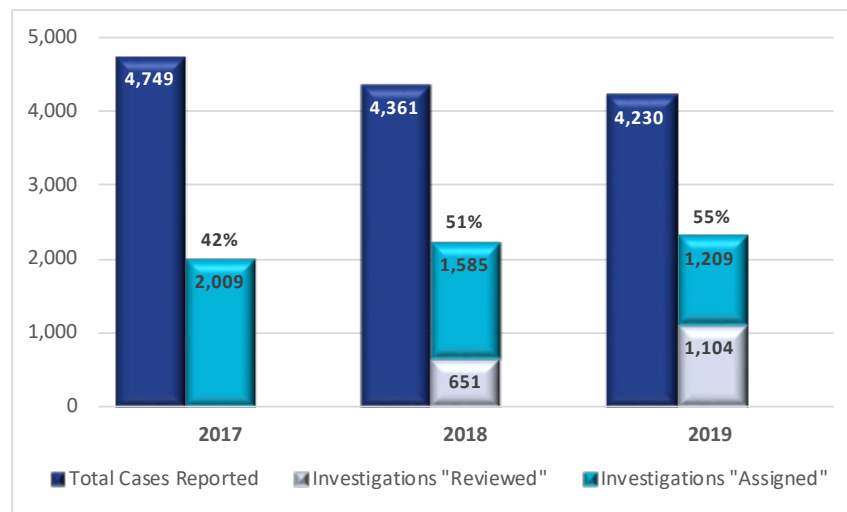
The ACU handled:

100 percent of animal bites

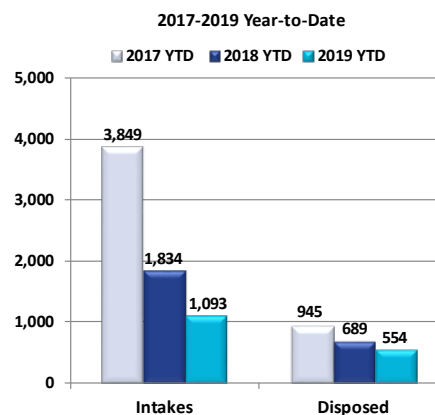
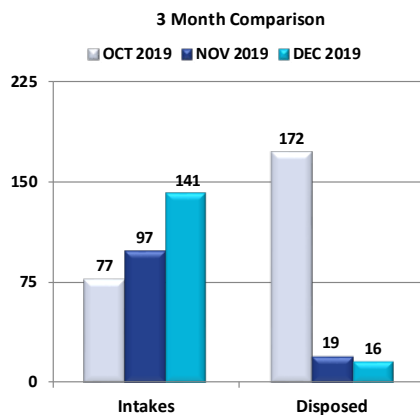
70 percent of animals at large

65 percent of barking complaints

## Investigations Case Reports (2017-2019 Year-to-Date)



## Property & Evidence



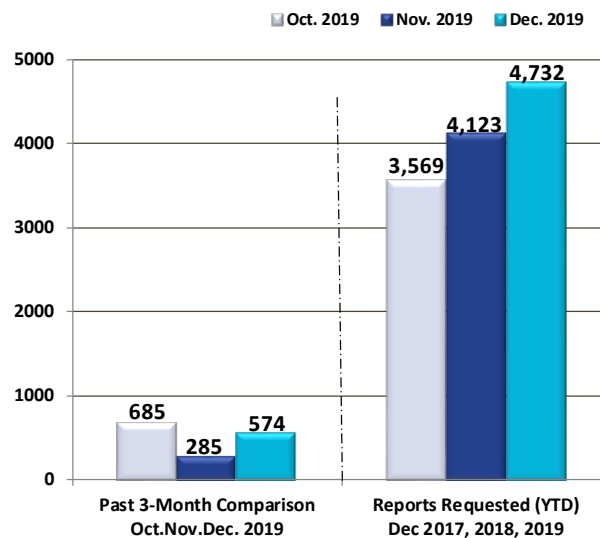
# Priority 4: Future Growth (continued)



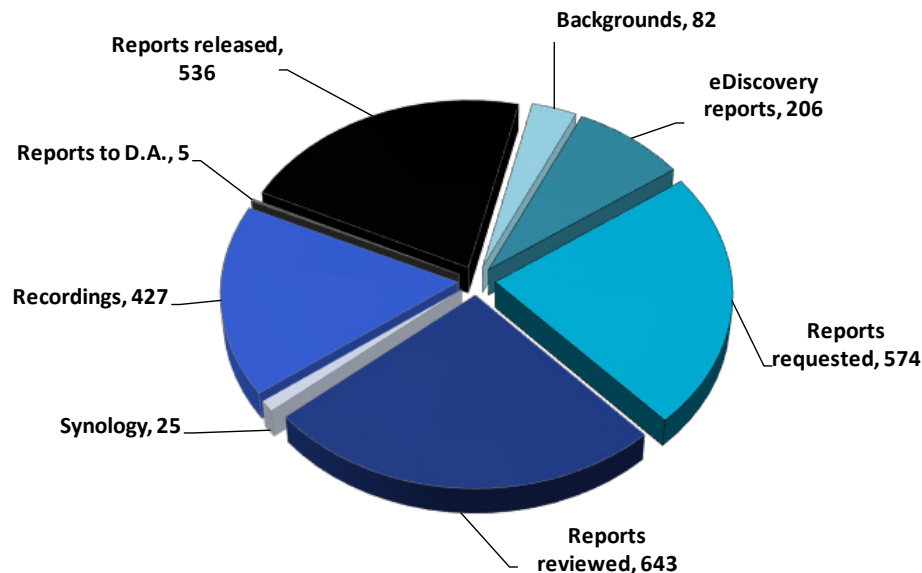
## Records Unit

| Monthly Workload   | Backgrounds | eDiscovery reports | Reports requested | Reports reviewed | Synology | Recordings | Reports to D.A. | Reports released |
|--------------------|-------------|--------------------|-------------------|------------------|----------|------------|-----------------|------------------|
| DEC 2019           | 82          | 206                | 574               | 643              | 25       | 427        | 5               | 536              |
| DEC 2018           | 49          | 87                 | 317               | 376              | 6        | 338        | 8               | 309              |
| % change 2018-2019 | 67.3%       | 136.8%             | 81.1%             | 71.0%            | 316.7%   | 26.3%      | -37.5%          | 73.5%            |

### Reports Requested Comparison Three-Month and Year-to-Date (2017-2019)



### Records Unit Workload DEC. 2019



# Priority 5: Community Policing & Partnerships

## Goal 1: Community engagement through outreach and education

| Crime Prevention Programs  |                |                 |                 |                      |
|----------------------------|----------------|-----------------|-----------------|----------------------|
| Running Program Types      | 2019 DEC       | 2019 YTD        | 2018 YTD        | % change 2018 - 2019 |
| Crime Free Multi-Housing   | 0              | 21              | 20              | 5.0%                 |
| Crime Free Self-Storage    | 0              | 6               | 0               | n/a                  |
| Rock Watch                 | 22             | 444             | 153             | n/a                  |
| CPTED (Crime Prevention)   | 1              | 9               | 0               | n/a                  |
| <b>Total Activity</b>      | <b>23</b>      | <b>480</b>      | <b>173</b>      | <b>n/a</b>           |
| Volunteer Hours            |                |                 |                 |                      |
| Unit Hours                 | 2019 DEC       | 2019 YTD        | 2018 YTD        | % change 2018 - 2019 |
| Explorer Unit              | 188            | 3,349           | 2,649           | -20.9%               |
| Interns                    | 24             | 116             | 121             | -4%                  |
| Victim Advocates           | 470            | 5,563           | 4,853           | 15%                  |
| VIPS-Community Safety Vol. | 271.58         | 3,479           | 2,936           | 18%                  |
| VIPS-Admin & Investigative | 77             | 693.5           | 276.8           | 150.5%               |
| <b>Total</b>               | <b>1,043.8</b> | <b>12,500.5</b> | <b>11,535.8</b> | <b>8.4%</b>          |

Note of interest: Five explorers assisted with Parker Police Department's (PPD) liquor compliance checks last month. PPD's detective emailed a note of thanks and stated the explorers' performance was outstanding, they demonstrated positive attitudes, and had great work ethics. PPD always appreciates our assistance, and CRPD is proud to send our explorers to work within other agencies.

## Goal 2: Optimize communication and marketing programs

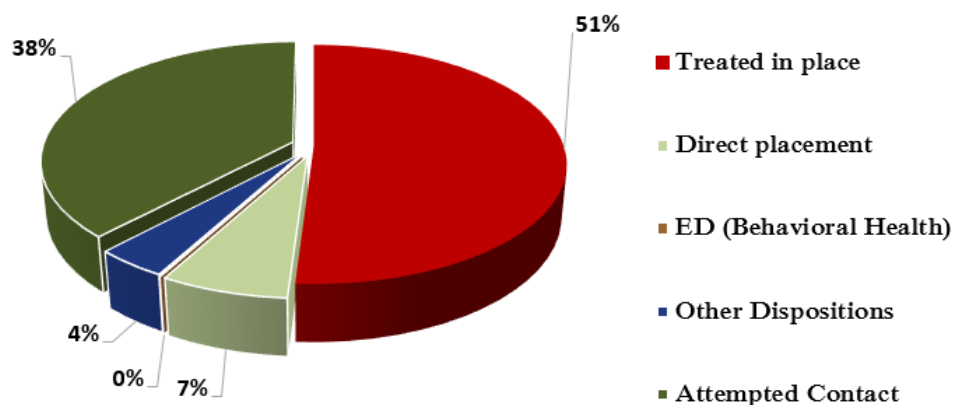
| Public Information Officer (PIO) |          |         |           |
|----------------------------------|----------|---------|-----------|
| 2019 DEC                         | Facebook | Twitter | Next Door |
| Total Audience                   | 10,354   | 1,703   | 25,346    |
| Number of Posts                  | 50       | 12      | 12        |
| Total Post Engagements           | 27,221   | 58      | 61,660    |
|                                  | Police   | Fire    | Town      |
| Call outs/Incident Response      | 5        | 1       | 0         |
|                                  | TOTAL    |         |           |
| Media Inquiries                  | 5        |         |           |

# Priority 6: Technology, Equipment & Practices



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

| Community Response Team (CRT)  |           |            |             |                      |
|--------------------------------|-----------|------------|-------------|----------------------|
| Type                           | 2019 DEC  | 2019 YTD   | 2018 YTD    | % change 2018 - 2019 |
| Mental Health Holds            | 3         | 48         | 38          | 26.3%                |
| Follow-ups                     | 37        | 572        | 486         | 17.7%                |
| Agency Assists                 | 3         | 25         | 41          | -39.0%               |
| Calls for Service (other)      | 18        | 319        | 531         | -39.9%               |
| <b>Total Calls for Service</b> | <b>61</b> | <b>964</b> | <b>1096</b> | <b>-12.0%</b>        |



| Domestic Violence Lethality Assessment Program (LAP) |          |          |          |                      |
|------------------------------------------------------|----------|----------|----------|----------------------|
| Type                                                 | 2019 DEC | 2019 YTD | 2018 YTD | % change 2018 - 2019 |
| Total LAP reports completed                          | 9        | 138      | 155      | -11%                 |
| High Risk                                            | 3        | 70       | 78       | -10%                 |

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](http://LethalityAssessmentProgram.org)

| ePoliceReporting        |          |          |          |                      |
|-------------------------|----------|----------|----------|----------------------|
| Type                    | 2019 DEC | 2019 YTD | 2018 YTD | % change 2018 - 2019 |
| Online reports received | 20       | 244      | 248      | -1.6%                |

The top three 2019 online reports were ID-Theft (50), Lost/Found Property (30), and Criminal Mischief (23). The online reporting system saved: 366 officer hours and approx. \$13,420.

# Department Highlights

## K9 Unit

### Ronin & Officer Thompson and Shogun & Officer Fellows

#### Patrol Deployments: 6

Both K9 Units were each deployed three times during the month of December.

#### Narcotics Deployments: 5

Ronin and Thompson also deployed once on a narcotics detection. Officer Fellows and Shogun deployed four times for vehicle narcotics sniffs and seized Heroin.

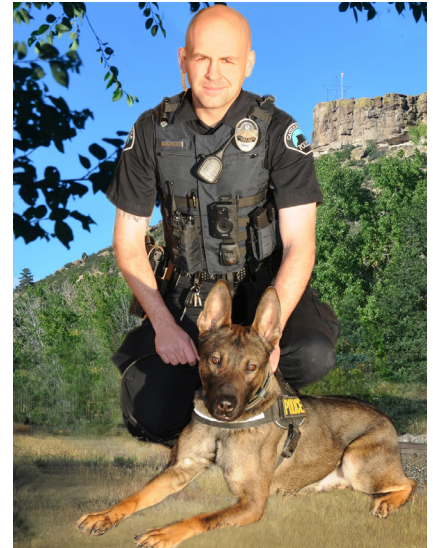
#### Training: 40 hours

#### Other notes of interest

In 2007, Home Depot donated materials to construct a K9 agility course on the Town's Utility property. Recently, Utilities Assistant Director Tim Friday, offered to install used AstroTurf on this course (originally covered in rock/gravel and was hard on the dogs' feet). The installation is complete and will be upgraded with lights, which will allow for nighttime training. This K9 agility course "is the only one in existence in the County," said Officer Thompson. The course is also multipurpose and allows Town employees to walk the perimeter during breaks.



Officer Thompson & Ronin



Officer Fellows & Shogun



Improved K9 agility course



Ronin enjoyed meeting the children & Santa at the Heroes and Helpers event

## Heroes and Helpers



## ***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.