

August 2023



Photo Credit: PIO Temby

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](#)

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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.

A gentleman called in and left a voicemail for Sgt. McCarty; he was very grateful and appreciative of the response provided by **Officer Lilic** and his partner, **Officer Meyers** on a welfare check at his residence. His son had run away from home for a brief time and wanted to share that his experience with these officers was fantastic. He was very appreciative and asked that this be relayed to the officers.

Evan Phebus (8/11/23)

"Dear **Officer Price**, I'm writing to say thank you for the kindness you showed my daughter yesterday after you pulled her over for a missing license plate. As you know she was very upset and scared as this was her first time being pulled over. She just got her license a couple of weeks ago and is a brand new driver. I was on the phone with her during this time and appreciated how you treated her with so much kindness and compassion. You helped zip tie her temp tag back up and even asked if she needed a hug! I wish I could have been there to let you know how wonderful you were to her. Thank you so much for being amazing. It meant so much to me."

Kimberly G. (8/5/23)

"I was asked to provide feedback by a client [retired paramedic who struggles with alcohol]...He expressed extreme gratitude for CRT 7 and said they were so kind and respectful to him when they completed the referral. In his example: **Officer Rabon** did not rest her hand on her weapon, as he knows every officer does, and explained how much that meant to him. He did not feel criminalized as he has many times in the past. He also gave examples of how both Lea and Officer Rabon were understanding and listened to him which made him feel comfortable and allowed him to open up. He said, "those girls are angels, and like family." ... Due to the rapport CRT 7 established, the client was eventually receptive. He felt connected to our team and agreed to treatment within a few hours...He said the team made him feel comfortable and he was thankful for everyone's kindness. Congrats CRT!"

Kristina, DC DRT (8/17/23)

"Today I made a turn from 5th onto Founders Pkwy but missed seeing an incoming vehicle who had the right of way. Fortunately no accident occurred. **Officer Stoneking** happened to be behind me at the turn and did the appropriate thing, he pulled me over. He told me what I had done, which I already realized. Our interaction was positive. He was professional, courteous and respectful. Officer Stoneking is a credit to the Castle Rock police force."

Anonymous (8/8/23)

From Sgt. McCarty: George, recently retired after 35 years of service with the US Navy, called in to express his appreciation for **Officer Price** and **Officer Beatty** during a traffic stop. Mr. Wilson said both officers were polite, courteous and professional. Great job!

George W. (8/3/23)



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

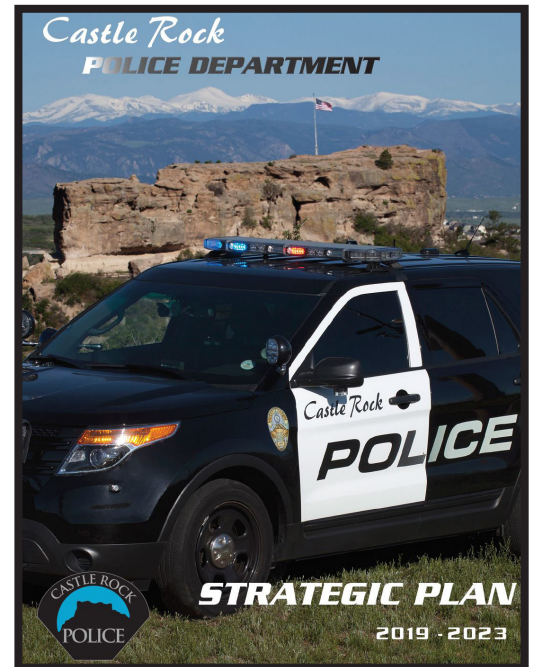
Priority 2: Traffic Safety

Priority 3: Employees

Priority 4: Prepare for Future Growth

Priority 5: Community Policing and Partnerships

Priority 6: Technology, Equipment and Training

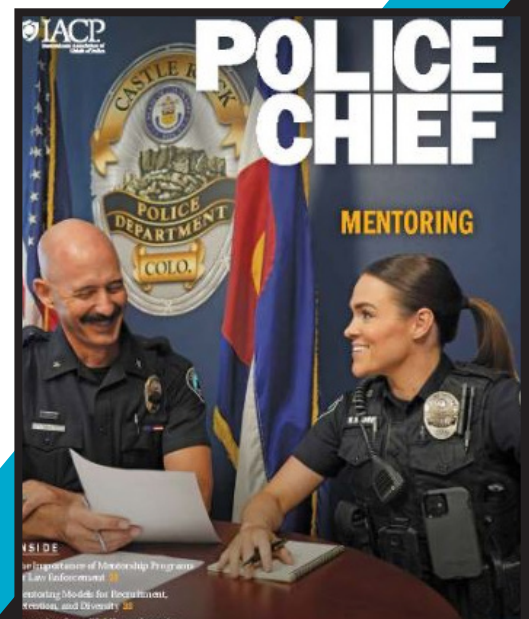


Read plan: CRgov.com/PDplan

Leading with Success

The Castle Rock Police Department was honored to be featured on the August cover of IACP Police Chief magazine! The issue covered the importance of mentoring programs in policing. Commander S. Varela and Officer M. Milord were happy to assist with capturing this great photo by our very own PIO Temby.

With more than 33,000 members across 170 countries, the International Association of Chiefs of Police is the world's largest and most influential professional association for police leaders.



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 Group A ¹	2023 JULY 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	1	1.1	9	7	7	7
Sex Offenses	1	2.8	6	1	16	1
Aggravated Assault	2	1.6	7	4	7	6
Simple Assault	16	17.2	97	66	116	85
Intimidation	6	5.0	20	11	16	9
Human Trafficking	0	0.0	0	0	0	0
Total	26	27.8	139	89	164	110

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

Property Crime Offense- Group A	2023 JULY Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime	2022 YTD Clearance
Burglary	9	6.8	56	4	37	7
Fraud/Forgery Related	28	45.3	238	9	159	22
Robbery	0	0.4	0	0	1	0
Theft-(All except below 3*)	37	43.5	269	23	303	33
*Motor Vehicle Theft	4	5.9	43	2	40	1
*Theft from Motor Vehicle	10	17.6	60	2	76	0
*Shoplifting	29	19.9	125	64	108	51
Vandalism	28	31.2	168	39	205	42
All Other Property Crimes	6	5.7	37	30	78	61
Total	151	176.3	996	173	1,007	217

Crime Offense- Group A	2023 JUNE Crime	3-YR MO. AVG	2023 YTD Crime	2023 YTD Clearance	2022 YTD Crime	2022 YTD Clearance
Persons Crimes	26	27.8	139	89	164	110
Property Crimes	151	176.3	996	173	1,007	217
Society Crimes	16	15.9	105	86	313	241
Total Crime -Group A	193	219.9	1,240	348	1,320	458

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

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 Officers on Scene
AUG	98	1.47	0.47	7.66	76.18
JUL	110	1.54	0.46	6.18	66.60
JUN	83	1.92	0.52	5.89	57.00
2023 YTD	663	1.67	0.49	6.42	66.43
2022 MON. AVG	80.7	1.5	0.3	5.7	65.7

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2023 AUG	2022 AUG	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Cases assigned - Staff Advocates	26	29	22.6	270	198	36%
Cases assigned - Volunteer Advocates	12	12	11.9	71	106	-33%
Total cases assigned	38	41	34.5	341	304	12%
Total victims served	64	80	62.5	658	538	22%
Volunteer office hours	0	0	2.4	58	45	29%
Call out hours (incl. on-scene, phone)	41	22	30.9	300	268	12%

Victims Assistance Unit (VAU) Spotlight

The Douglas County Regional Victim Assistance Academy began in late August. Law enforcement victim assistance programs from DCSO, LTPD, PPD, and CRPD collaborated to host this joint 45 hour training that will span six weeks and prepare new volunteers to respond to crisis events and provide support and services to crime victims in Douglas County. Kim Branham from the Division of Criminal Justice kicked off the Academy with the statutory requirements under the Victims' Rights Amendment.



Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2023 AUG	2022 AUG	3-YR MO. AVG	2023 YTD ¹	2022 YTD ²	% Change 2022-2023
Traffic Crash Total	69	75	70.4	524	537	-2%
DUI Enforcement						
Traffic Type	2023 AUG	2022 AUG	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Driving Under the Influence (DUI)	4	8	7.7	48	60	-20%
Traffic Enforcement						
Call Type	2023 AUG	2022 AUG	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Traffic Tickets Issued	68	171	118.5	1,162	1,039	12%
Written Warnings	106	144	140.6	1,049	618	70%
Traffic Stops	401	546	434.5	4,050	3,129	29%

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

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



Priority 3: Employees



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 (inc. Vol.)
AUG	87	4	32	123	17	7	147
Authorized FTE positions:	92	Authorized FTE positions:	35	127			

Training Hours						
Total Hours	2023 AUG	2022 AUG	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	1,209	1,106	726.4	9,752	6,263	56%

Types of Trainings						Hours per Type
Internal/In-service (Firearms - vehicle close quarters, Vehicle containment technique)						585
External Training (Vehicle pursuits, interventions, and stop sticks; Colorado open records act; Crimes against children conference; Gracie survival tactics level II instructor (arrest control); Problem-oriented policing conference; Basic death and homicide investigations; FBI LEEDA executive course; Virtual dark web investigations; Financial investigations; Supervising the FTO program; NTOA (National Tactical Officers Association) conference; Single officer response to an active shooter; Law enforcement driving instructor program; Firearms - command staff)						624

Accomplishments / Recognition						
Type	2023 AUG	2022 AUG	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	4	6	11.5	57	56	2%
Recognition/Awards	0	0	5.9	33	69	-52%

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	2023 AUG 90 OFC / 61	2022 AUG 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)	4,983	4,961	4,872.2	37,236	35,401	5%
CFS, excludes self-initiated (SI)	2,616	2,420	2,148.1	18,330	17,963	2%
Year-to-Date (Per 1,000 citizens)	58.8	61.0		439.1	435.7	1%
CFS per Officer, excludes self-initiated	28.4	27.8		199.2	206.5	-4%
CFS per 1st Responder, excl. self-initiated	41.5	41.7		291.0	309.7	-6%

¹ Year-to-date and 3-year monthly averages reflect periodic adjustments due to population and CFS fluctuation.

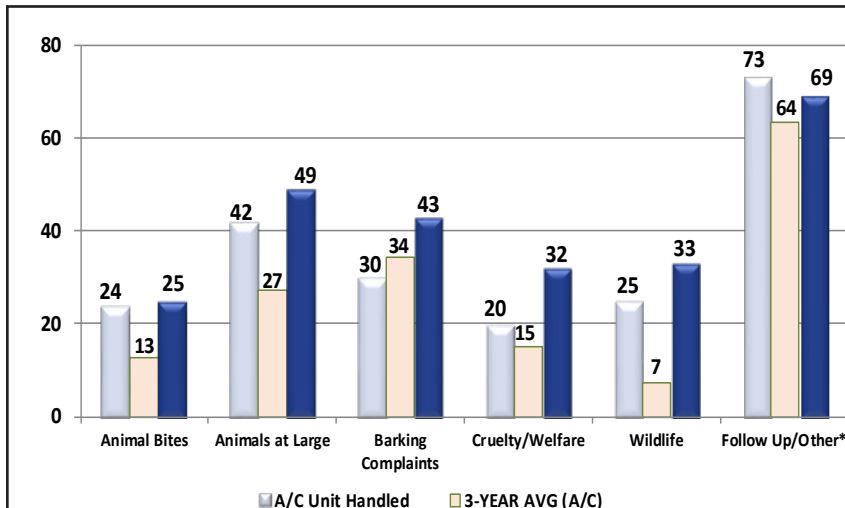
Communication Incoming Phone Calls						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (secs)	Answer Time ≤10 secs	Answer Time ≤15 secs	AVG Call Length (secs)
AUG	650	21	3.76	98.3%	100.0%	184.4
JUL	648	21	3.89	97.5%	99.4%	168.5
JUN	545	18	3.74	98.0%	99.6%	175.1
2023 YTD	4,288	18	3.66	98.3%	99.7%	183.3
2022 Monthly AVG	521	16	3.4	98%	100%	185
Non-Emergent Calls	# of Calls	Avg per Day	APCO/NENA Standard: ²	90%	95%	N/A
Administration Calls (MO)	4,825	156				
Outbound Calls (MO)	1,121	36				
Administration Calls (YTD)	34,181	140				
Outbound Calls (YTD)	8,184	34				

² Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Priority 4: Future Growth (continued)



Animal Control Unit (ACU) Monthly Response Comparison

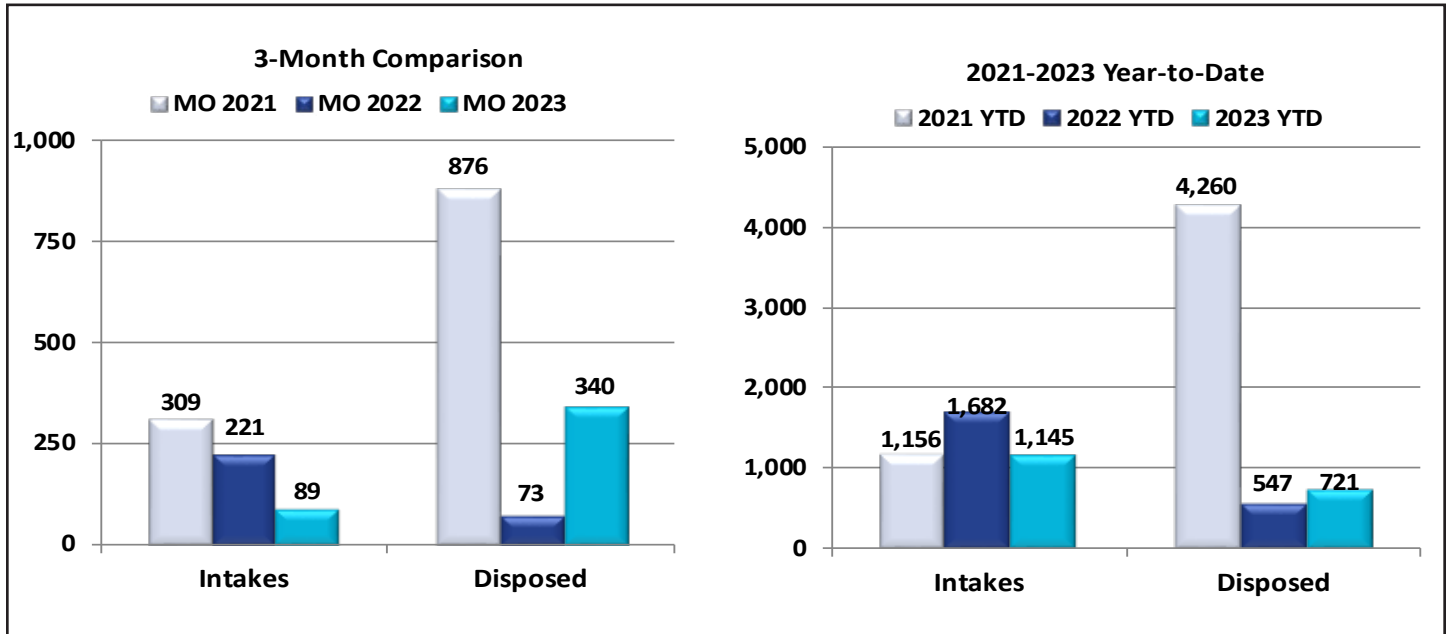


ACU Percentage of CRPD's Total Calls for Service (CFS)

Call Types	ACU %
Animal Bites	96%
Animals at Large	86%
Barking Calls	70%
Cruelty/Welfare	63%
Wildlife	76%
Follow-up/Other ¹	106%

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

Property & Evidence



Priority 4: Future Growth (continued)

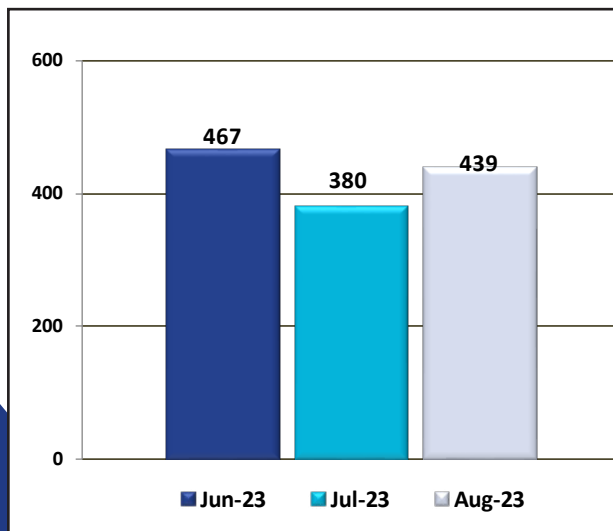
Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
AUG 2023	134	439	577	57	0	844	21	350
AUG 2022	82	601	605	57	0	876	5	550
% Change 2022-2023	63%	-27%	-5%	0%	N/A	-4%	320%	-36%
3-YR MO. AVG.	107	575	569	58	2	1,141	4	549

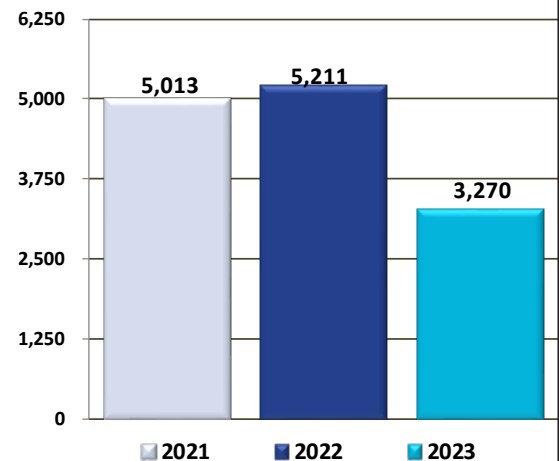
* Felony drug cases

Total Reports Requested

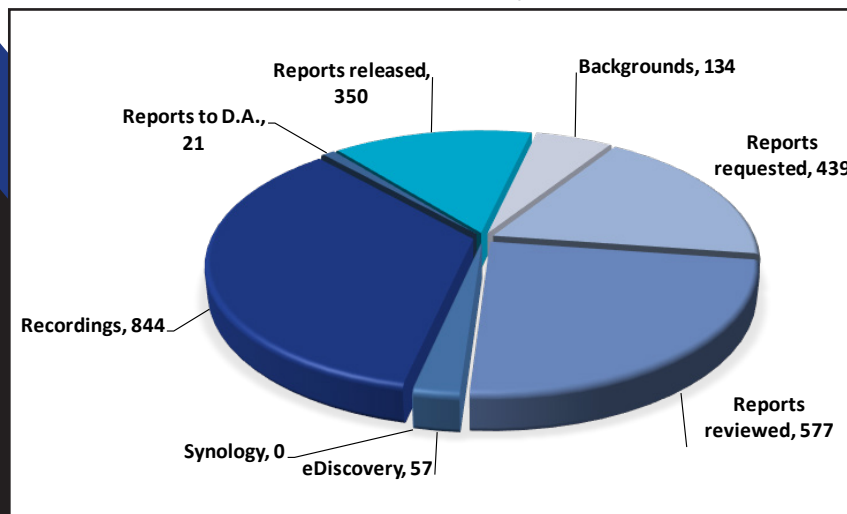
Three-Month Comparison



Year-to-Date (2021-2023)



Records Unit Monthly Workload



Priority 5: Community Policing & Partnerships



Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2023 AUG	2022 AUG	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	40	0	69.1	948	886	7%
CPTED (Crime Prevention)	1	1	1.9	42	34	24%
R-U-OK	1	0	1.6	39	33	18%
Total Activity	42	1	75.3	1,062	986	8%

Note: For more information on the above programs, visit [Crgov.com/Police](https://crgov.com/Police).

Volunteer Hours						
Unit Hours	2023 AUG	2022 AUG	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	208	99	150.8	1,687	1,526	11%
Victim Advocates	342	502	463.2	2602	3557	-27%
Volunteers in Policing (CSVs, Admin)	52	69	104.7	312	604	-48%
Total	602	670	718.7	4,601	5,687	-19%

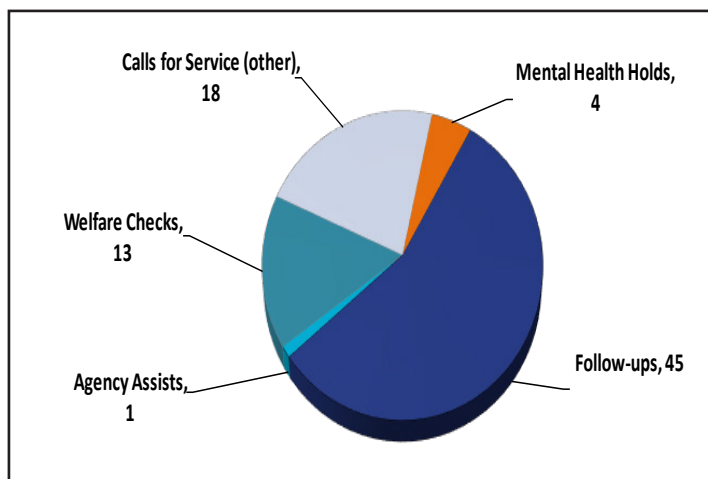
Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
AUG 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	20,265	4,668	40,014	3,944
Number of Posts	31	10	16	25
Total Viewer Engagement	29,212	83	44,601	4,259
	Police		Town	
Total Call Outs or Incident Response	6		0	
	TOTAL			
Media Inquiries	9			

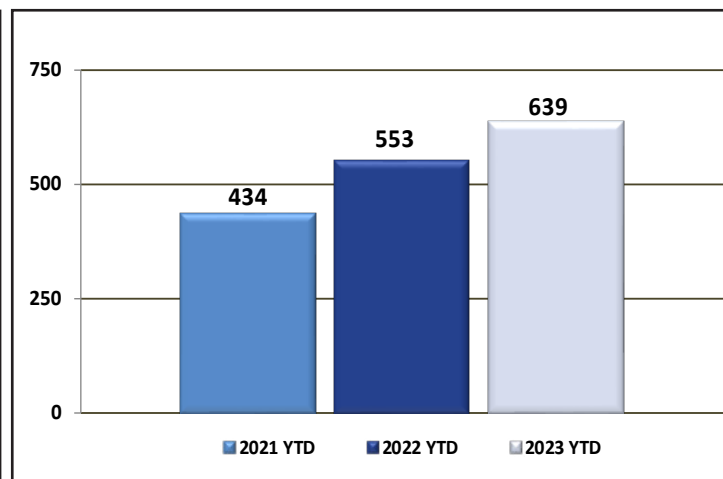
Priority 6: Technology, Equipment & Practices

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

Monthly 2023 Call Types



CRT Total Calls for Service (YTD)



Domestic Violence Lethality Assessment Program (LAP)

Call Type	2023 AUG	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022 - 2023
DV Investigations	34	37	293	308	-15%
DV Arrests- Misdemeanor	8	8	63	77	-14%
DV Arrests- Felony	3	2	16	15	1%
DV ARRESTS TOTAL	11	10	79	92	-13%

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](https://www.lethalityassessmentprogram.org)

ePoliceReporting

Online Crime Reports	2023 AUG	2022 AUG	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	31	29	44.1	211	242	-13%

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
AUG	102	49	46	1	1	0	1
JUL	127	72	62	5	4	0	1
YTD*	919	456	404	24	10	5	13

Department Highlights



PIO Temby's Corner

Top Social Media Post

August 25

It's the pawfect time to celebrate the Castle Rock Police Department's pups... Saturday is National Dog Day! Whether it's certified therapy dogs Buttercup and Rocket supporting staff and students at school or K9 Shogun assisting officers on the streets, we are so grateful for their countless contributions to our team.



#WeWorkForYou #OneByOne
#NationalDogDay



K9 Unit

Officer Fellows and Shogun

Patrol Deployments: 2

The K9 Unit deployed twice during the month.

Narcotics Deployments: 1

The K9 Unit deployed once on a narcotics call for a vehicle sniff.

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.