Photo Credit: John Leyba

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

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.

"Chief Cauley, Big kudos to you and your entire team on a great 2023 Citizen Academy. I learned so much and am grateful for the experience. I know it takes effort from many to successfully execute this program and your team did not disappoint. I would like to give a shout-out to Commander Galvan for all his work & coordination. Also a special shout out to Officer Lewis who let me ask tons of questions during my ride-along. Thank you for all that you and your team do. You are amazing."

Becky B. (7/24/23)

"I just wanted to say thank you to everyone who responded to my call this afternoon. Not being able to find my 4-year-old daughter was the most horrific feeling I have ever experienced. I still can't stop crying. The Dispatchers (Easley, Chief Cauley-assisted by Benegas) I spoke with and the two officers who showed up to my house (B. Schuster & Lewis) were all so very kind. Thank the Lord we found her in the car, in the garage. Thank you from the bottom of my heart."

T.S. (7/28/23)

"Dear Sergeant Torrens. Thank you for all the time you spent yesterday explaining your job to me! I'm so thankful we have leaders like yourself that are interested and passionate about keeping the community safe on such a humanistic level. It was encouraging to hear! If I can ever be of help, please let me know!"

Jena A. (7/26/23)

"On Saturday I was pulled over by Officer Burch. I rolled through a stop sign. It was pretty blatant and pretty stupid. I totally admit it. Officer Burch let me off with a warning. I just wanted to email you and tell you that he was very professional and very polite. I really appreciated his respect and the entire contact really made me happy to a member of a community being patrolled by officers like him. I have been a donor to the Fraternal Order of Police for a long time and it's contacts like this that remind me why I do it. Keep up the great work over there and Thank you again for protecting our community."

Jason E. (7/31/23)

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:
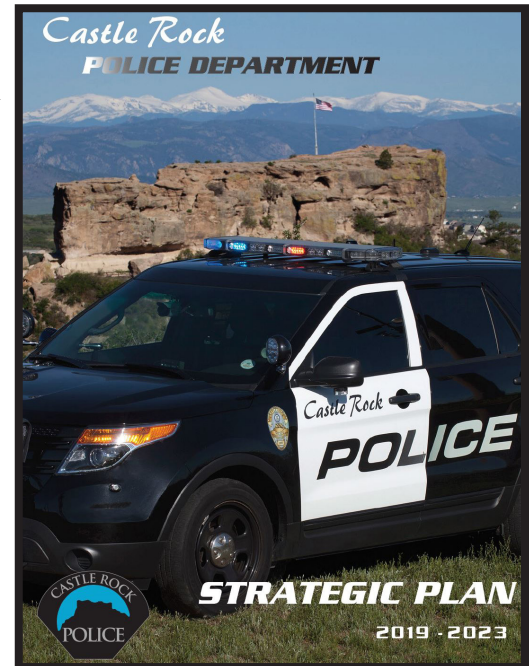
Priority 1: Crime

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

July 6, 2023 at 1:14 p.m.

Credit to the Castle Rock Police Department's Patrol Watch I and Community Action Team for their outstanding police work! Earlier this week, our officers worked together to quickly locate a wanted vehicle after it hit on one of our stationary license plate readers. Their investigation led to the arrest of two suspects (one with warrants) from other jurisdictions and the recovery of multiple illegal drugs to include 376 grams of fentanyl, 201 grams of methamphetamine and 121 grams of cocaine.

We're proud of your efforts and commitment to keep our community safe and secure. Well done!

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[1]	2023 JUN Crime	2022 JUN Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Homicide	0	0	0.1	0	1	-100%	0 (0%)
Sex Offenses - Forcible	0	0	2.2	3	9	-67%	0 (0%)
Domestic Violence	12	21	15.2	82	89	-8%	76 (93%)
Aggravated Assault	1	4	1.6	5	6	-17%	4 (80%)
Total	**13**	**25**	**19.1**	90	105	-14%	80 (89%)

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

Property Crime Offense	2023 JUN Crime	2022 JUN Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Burglary	5	6	6.6	45	29	55%	3 (7%)
Fraud/Forgery	32	9	37.1	119	102	17%	7 (6%)
Motor Vehicle Theft	2	5	6.8	38	27	41%	2 (5%)
Robbery	0	0	0.4	0	1	-100%	N/A
Theft from Motor Veh.	8	7	17.1	46	65	-29%	2 (4%)
Theft	46	45	60.8	291	336	-13%	64 (22%)
Vandalism	16	35	30.4	131	167	-22%	26 (20%)
Total	**109**	**107**	**159.2**	**670**	**727**	**-8%**	**104 (16%)**

Total Crime Offense	2023 JUN Crime	2022 JUN Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Total Persons Crimes	13	25	19.1	90	105	-14%	80 (89%)
Total Property Crimes	109	107	159.2	670	727	-8%	104 (16%)
Total[2]	**122**	**132**	**178.3**	**760**	**832**	**-9%**	**184 (24%)**

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**
JUL	110	1.5	0.5	**6**	67
JUN	83	1.9	0.5	**6**	57
MAY	76	1.6	0.6	**6**	75
2023 YTD	**565**	**1.7**	**0.5**	**6**	**65**
2022 MON. AVG	**81**	**2**	**0.3**	**6**	**66**

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	**2023 JUL**	**2022 JUL**	**3-YR MO. AVG**	**2023 YTD**	**2022 YTD**	**% Change 2022-2023**
Cases assigned - Staff Advocates	37	34	22.6	244	169	44%
Cases assigned - Volunteer Advocates	9	16	11.9	59	94	-37%
Total cases assigned	46	50	34.5	303	263	15%
Total victims served	77	78	62.5	594	458	30%
Volunteer office hours	16	7	2.4	58	45	29%
Call out hours (incl. onscene, phone)	37	51	30.9	259	246	5%

Victims Assistance Unit (VAU) Spotlight

In July, the Victim Assistance Unit celebrated Michelle Karol's 10 years of service to CRPD.

Over the last ten years, Michelle averaged 500 hours a year in volunteer time. She was also honored in 2019 with the District Attorney's Volunteer Service Award for Victim Rights' Month. Given her experience, she is a field training victim advocate for the VAU. She mentors new volunteers by sharing her experiences and reminds the team of self-care techniques and how vital mental survival skills are to continue serving others.

Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	**2023 JUL**	**2022 JUL**	**3-YR MO. AVG**	**2023 YTD[1]**	**2022 YTD[2]**	**% Change 2022-2023**
Fatality	0	0	0.0	4	0	N/A
Injury	11	3	3.0	45	28	61%
Non-Injury	61	58	59.5	481	458	5%
Traffic Crash Total	**72**	**61**	**62.6**	**530**	**486**	**9%**
Traffic Enforcement						
Traffic Type	**2023 JUL**	**2022 JUL**	**3-YR MO. AVG**	**2023 YTD**	**2022 YTD**	**% Change 2022-2023**
Driving Under the Influence (DUI)	5	3	8.4	40	60	-33%
Traffic Citations (Municipal and State)						
Call Type	**2023 JUL**	**2022 JUL**	**3-YR MO. AVG**	**2023 YTD**	**2022 YTD**	**% Change 2022-2023**
Traffic Tickets Issued	140	127	118.5	1,092	868	26%
Written Warnings	142	121	140.6	943	474	99%

_____

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.)
JUL	87	4	33	124	17	7	148
Authorized FTE positions:	92	Authorized FTE positions:	34.5	126.5			

Training Hours

Total Hours	2023 JUL	2022 JUL	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	1,589	678	726.4	8,543	5,157	66%

Types of Trainings	Hours per Type
Internal/In-service (Active threat classroom/scenarios with CRFD)	657
External Training (Undercover field operations, Law Enforcement Explorer Post Advisors Association of Colorado (L.E.E.P.A.A.C.) Explorer's competition, CBI sex offender registration and violent predator community notification, CIRSA airborne/bloodborne pathogens, slips/trips/falls, back injuries, Command level active threat/incident command, Crime stats and NIBRS for the police executive, Rolling surveillance, Basic forensic interview, Criminal M.A.P.P., Child abduction response team, Emergency vehicle operations instructor development, Single officer response to an active shooter, Force encounters analysis, Basic Field Training Officer (FTO) school, Colorado case law all cops need to know)	932

Accomplishments / Recognition

Type	2023 JUL	2022 JUL	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 JUL** 90 OFC /61	**2022 JUL** 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)	4,692	4,554	4,872.2	32,253	30,440	6%
CFS, excludes self-initiated (SI)	2,835	2,748	2,148.1	15,714	15,543	1%
Year-to-Date (Per 1,000 citizens)	**57.7**	**56.0**		**396.7**	**374.6**	**6%**
CFS per Officer, excludes self-initiated	31.5	31.6		174.6	178.7	-2%
CFS per 1st Responder, excl. self-initiated	46.5	47.4		257.6	268.0	-4%

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)**
JUL	648	21	3.9	98%	99%	169
JUN	545	18	3.7	98%	100%	175
MAY	561	18	3.7	98%	100%	174
2023 YTD	**3,638**	**17**	**3.6**	**98%**	**100%**	**183**
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)	4,817	155				
Outbound Calls (MO)	1,084	36				
Administration Calls (YTD)	**29,351**	**138**				
Outbound Calls (YTD)	**7,061**	**33**				

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

Animal Control Unit (ACU) Monthly Response Comparison
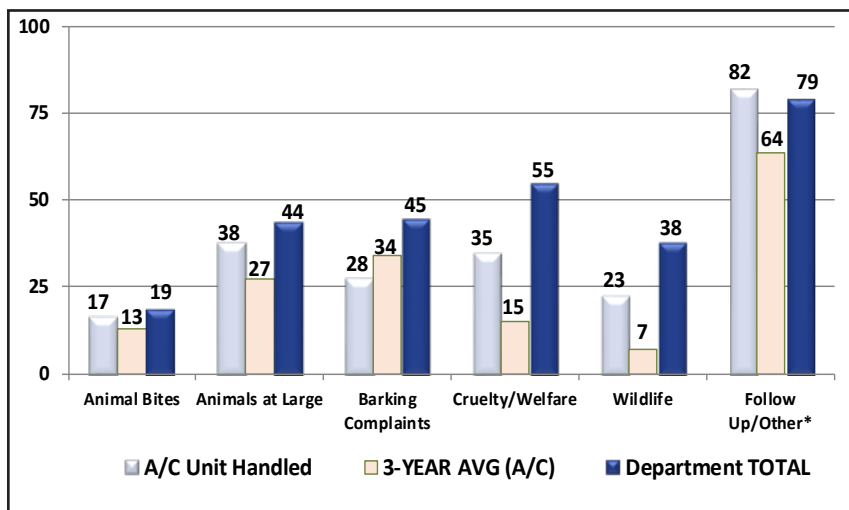
ACU Percentage of CRPD's Total Calls for Service (CFS)

Call Types	ACU %
Animal Bites	89%
Animals at Large	86%
Barking Calls	62%
Cruelty/Welfare	64%
Wildlife	61%
Follow-up/Other[1]	104%

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

Property & Evidence

3-Month Comparison
JULY 2021 · JULY 2022 · JULY 2023

	Intakes	Disposed
JULY 2021	187	1,802
JULY 2022	241	98
JULY 2023	204	19

2021-2023 Year-to-Date
2021 YTD · 2022 YTD · 2023 YTD

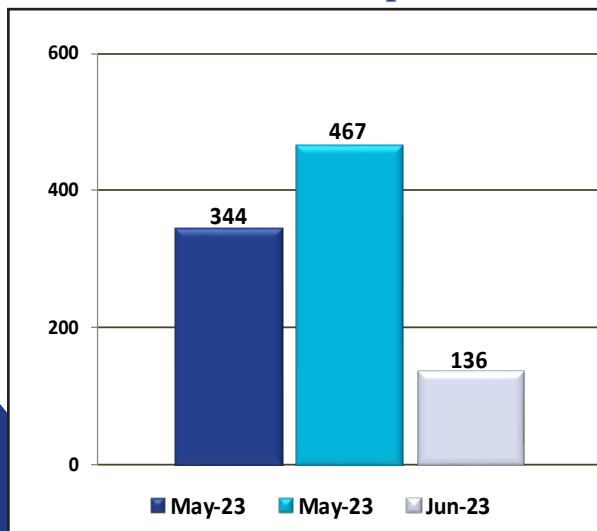|	Intakes	Disposed
2021 YTD	847	3,384
2022 YTD	1,461	474
2023 YTD	1,056	381
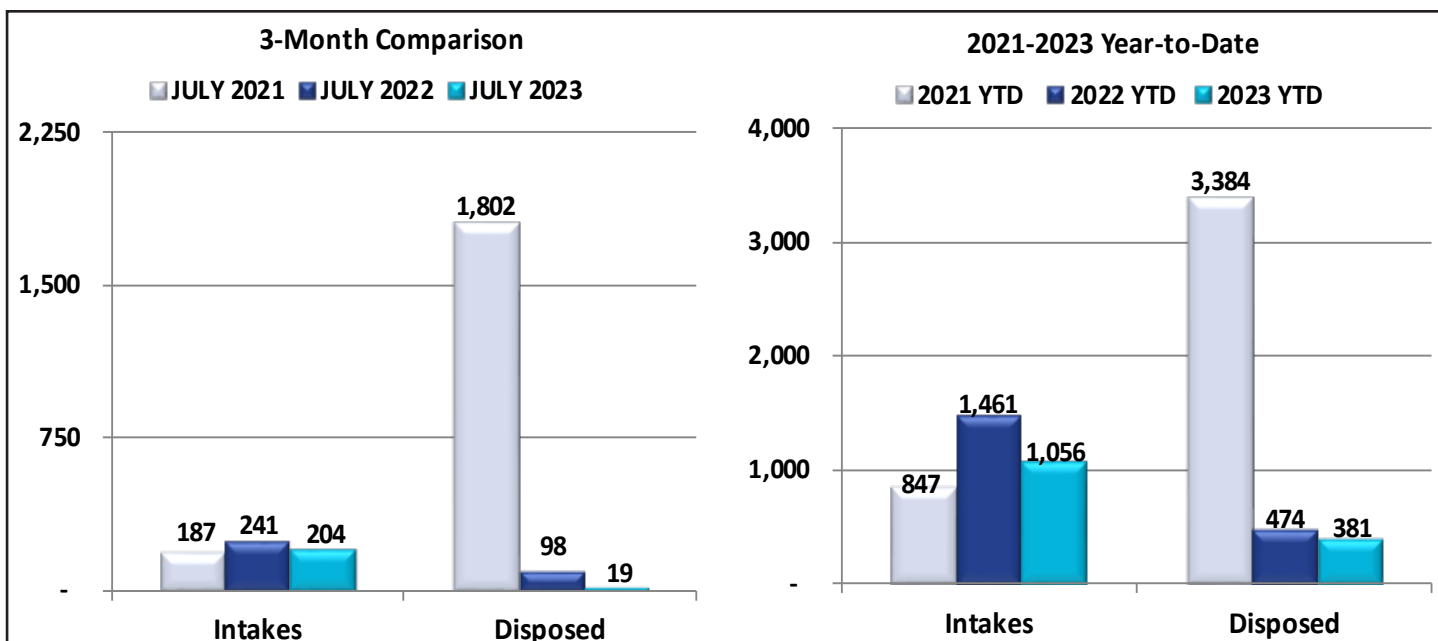
Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
JUL 2023	136	380	505	78	0	974	19	325
JUL 2022	118	711	679	110	0	1,592	30	645
% Change 2022-2023	15%	-47%	-26%	-29%	N/A	-39%	-37%	-50%
3-YR MO. AVG.	107	575	569	58	2	1,141	4	549

* Felony drug cases

Total Reports Requested

Three-Month Comparison

May-23: 344, May-23: 467, Jun-23: 136

Year-to-Date (2021-2023)

2021: 4,336, 2022: 4,636, 2023: 2,587
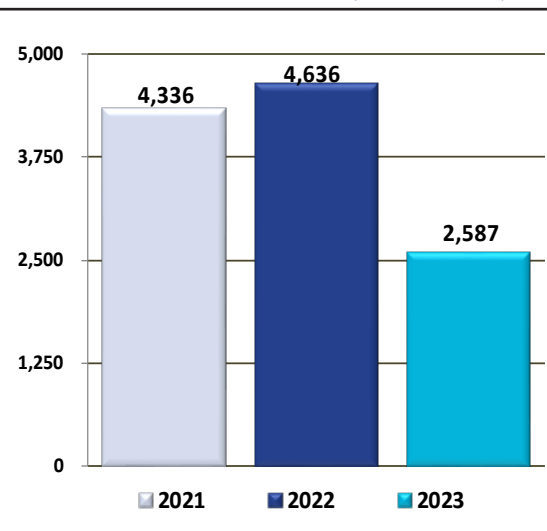
Records Unit Monthly Workload

Reports released, 325
Reports to D.A., 19
Backgrounds, 136
Reports requested, 380
Recordings, 974
Reports reviewed, 505
Synology, 0
eDiscovery, 78
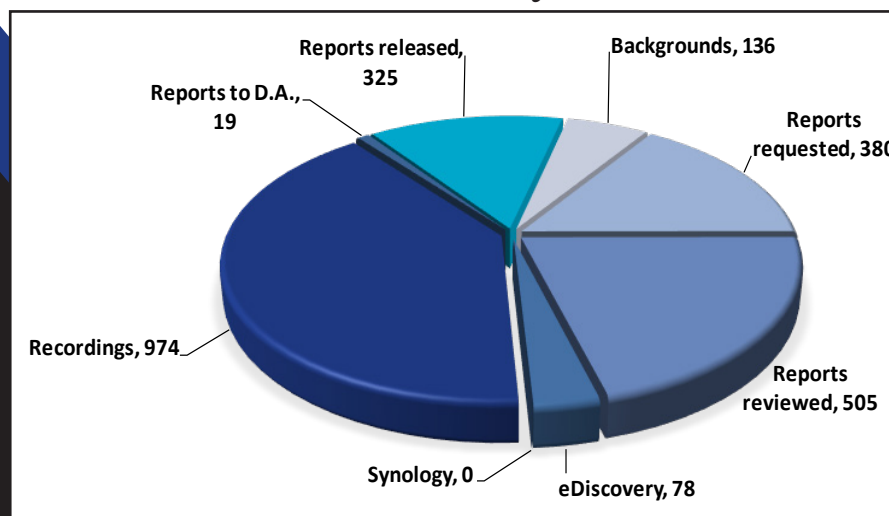
Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	**2023 JUL**	**2022 JUL**	**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	0	35	69.1	908	886	2%
CPTED (Crime Prevention)	1	0	1.9	41	34	21%
R-U-OK	1	9	1.6	38	33	15%
Total Activity	**2**	**44**	**75.3**	**1,020**	**986**	**3%**

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

Volunteer Hours						
Unit Hours	**2023 JUL**	**2022 JUL**	**3-YR MO. AVG**	**2023 YTD**	**2022 YTD**	**% Change 2022-2023**
Explorer Unit	362	94	150.8	1,479	1,427	4%
Victim Advocates	245	521	463.2	2,260	3,055	-26%
Volunteers in Policing (CSVs, Admin)	36	121	104.7	261	535	-51%
Total	**643**	**736**	**718.7**	**4,000**	**5,017**	**-20%**

Goal 2: Optimize communication and marketing programs

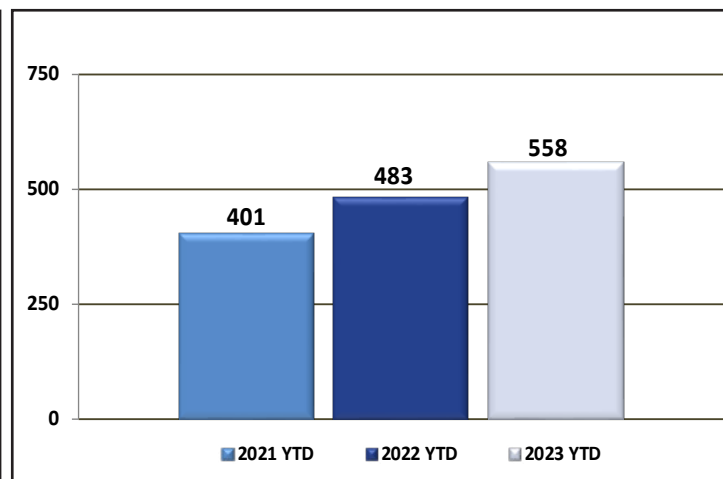| Public Information Officer (PIO)				
JUL 2023	**Facebook**	**Twitter**	**Nextdoor**	**Instagram**
Followers	19,992	4,600	39,708	3,882
Number of Posts	30	16	18	24
Total Viewer Engagement	**64,324**	**43**	**46,694**	**5,737**
	Police		**Town**	
Total Call Outs or Incident Response	1		1	
	TOTAL			
Media Inquiries	14			

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

- Calls for Service (other), 27
- Mental Health Holds, 0
- Welfare Checks, 11
- Agency Assists, 2
- Follow-ups, 63
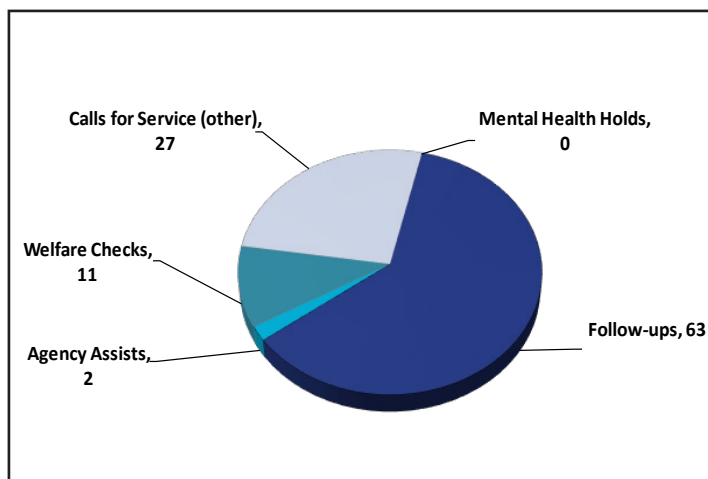
CRT Total Calls for Service (YTD)

- 2021 YTD: 401
- 2022 YTD: 483
- 2023 YTD: 558

Domestic Violence Lethality Assessment Program (LAP)						
Call Type	2023 JUL	2022 JUL	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Total LAP reports completed	11	21	9.9	76	83	-12%
High-risk reports	3	14	4.5	32	35	-9%

The Lethality Assessment Program (LAP) tool is designed to reduce risks, save lives, and involves an assessment by police personnel to determine risks in collaboration with community-based victim service providers. More information is found at LethalityAssessmentProgram.org

ePoliceReporting						
Online Crime Reports	2023 JUL	2022 JUL	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	23	30	44.1	180	213	-15%

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.

| Customer Service Surveys			Rating Results (1 - 5 with 5 as our goal)				
MON/YTD	Sent	Received	5	4	3	2	1
JUL	127	72	62	5	4	0	1
JUN	118	60	54	4	0	0	2
YTD*	817	407	358	23	9	5	12

PIO Temby's Corner

Top Social Media Post

July 14 at 4:25 PM

The Castle Rock Police Department is heartbroken to announce the unexpected passing of police K9, Maverick. Maverick, a 4-year-old Belgian Malinois, served the Town as a dual certification K9 specializing in patrol work and narcotics detection since January of 2021. We send our love to his handler during this difficult time.

Rest easy, good boy.

😢😮👍 2.1K   232 💬   349 ↗
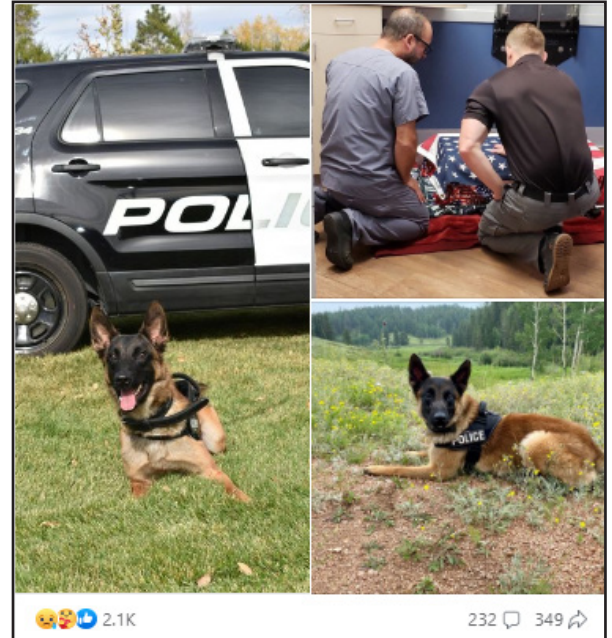
K9 Unit
Officer Fellows and Shogun

Patrol Deployments: 4

The K9 Units deployed four times during the month on patrol assists.

Narcotics Deployments: 3

There were also three narcotic deployments conducted.

Training: 40 hours

Both Units had trained 20 hours each during July.

Community Policing: 8 hours

A total of 8 hours were engaged in community policing matters.

Shogun

CRPD members were saddened by the unanticipated loss of K9 Maverick. Community members and many others continue to send their love to Maverick's handler Officer Gondeck and his family.

Social Media: CRpoliceCO

*K9 Protect is a term used when a K9 Unit 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.