



Photo Credit: Tim Tonge



## 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.

"Too often these days many PDs are disparaged by the very people they are trying to serve and protect. I think it's very unfortunate this attitude is prevalent in so many jurisdictions. My wife and I moved from Denver two years ago to Castle Pines to get away from the problems of the big city. On Oct. 18, I was parked at Red Hawk Ridge Golf Course... someone backed out of their spot and smashed into my car leaving a very significant dent in the hatch door of my car. A good Samaritan recorded the plate number. I called the police and **Officer Fuino** responded very timely to the call. This letter is intended to give praise to this officer for his professionalism and just being a very nice man. I couldn't have asked for any better treatment that I received from this officer, and I wanted to write to you as Chief to give you this praise. If all the officers in your department are as professional as Officer Fuino, Castle Rock is very lucky. Thank you both."

Ronald V. (10/27/22)

Mr. S. G. stopped by to say thank you for responding to the Encore and addressing the vehicle that was parked in his spot. He was very appreciative of how nice and professional the officer [**Corporal Petersen**] was.

Records Specialist Fiordalis  
(10/18/22)



"I would like to send a HUGE thank you and compliment to Officer K. Radulovich. She helped out in a significant situation with my [family member]. The professionalism and empathy she displayed was wonderful and helped with the overall situation... Thank you for all your help and support and again a special kudos to **Officer Radulovich!!!**"

I.T. (10/5/22)

I followed up with a local church to see how their visit went at CRPD. Because they were unable to come during the week, we made arrangements for them to come on a Sunday after church services. With limited staffing available, **Corporal Moffitt** and **Dispatcher Maddox** made it a memorable experience. The group was very appreciative of their assistance, calling their time "absolutely amazing." The kids and families really appreciated the time Cpl. Moffitt took in talking to them and showing them his patrol vehicle. I was told the kids "were in awe." I wanted to make sure these two were recognized and thanked for making this visit possible.

PIO Temby (10/31/22)

"...Everyone in with the PD I had to interact with were just super cool...[from **Dispatcher Brekke** to **Officers Milford** and **Proano**]. Both officers were just really calming, kept me from being nervous, which I was. Please note...how appreciated they are by me."

Daniel M. (10/24/22)



# 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

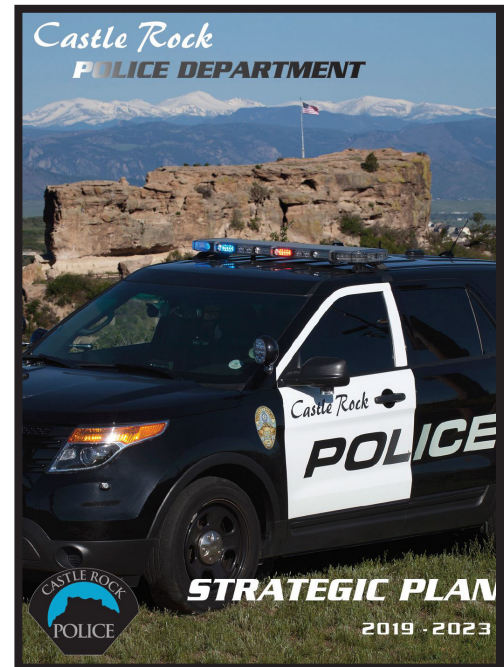
**Priority 2:** Traffic Safety

**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.cr.gov/PDplan)

## Leading with Success

### That's a baker's dozen!

It's been an active October for your Castle Rock Police Department. In October, we had 13 recoveries of either stolen vehicles or license plates... including this stolen car from Tuesday. Great work by officers and dispatchers who worked together to locate this car less than 24 hours after it was stolen out of another jurisdiction.



# 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 SEP Crime	2021 SEP Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Homicide	0	0	0.0	2	0	200%*	2 (100%)
Sex Offenses - Forcible	3	4	2.8	14	30	-53%	1 (7%)
Domestic Violence	8	16	16.1	137	124	10%	128 (93%)
Aggravated Assault	0	1	1.5	8	12	-33%	7 (88%)
<b>Total Persons Crimes</b>	<b>11</b>	<b>21</b>	<b>20.4</b>	<b>161</b>	<b>166</b>	<b>-3%</b>	<b>138 (86%)</b>

Property Crime Offense	2022 SEP Crime	2021 SEP Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Burglary	7	9	7.6	46	75	-39%	8 (17%)
Fraud/Forgery	12	22	40.9	145	612	-76%	23 (16%)
Motor Vehicle Theft	2	6	7.0	44	60	-27%	1 (2%)
Robbery	0	0	0.4	1	6	-83%	0 (0%)
Theft from Motor Vehicle	15	16	18.5	88	195	-55%	0 (0%)
Theft	57	68	61.6	495	621	-20%	97 (20%)
Vandalism	15	33	32.0	233	321	-27%	47 (20%)
<b>Total Property Crimes</b>	<b>108</b>	<b>154</b>	<b>168.0</b>	<b>1,052</b>	<b>1,890</b>	<b>-44%</b>	<b>176 (17%)</b>

Total Crime Offense	2022 SEP Crime	2021 SEP Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Total Persons Crimes	11	21	20.4	161	166	-3%	138 (86%)
Total Property Crimes	108	154	168.0	1,052	1,890	-44%	176 (17%)
<b>Total Crimes</b>	<b>119</b>	<b>175</b>	<b>188.4</b>	<b>1213</b>	<b>2056</b>	<b>-41%</b>	<b>314 (26%)</b>

\*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 Officers on Scene
OCT	78	1.54	0.26	<b>5.39</b>	73.45
SEP	67	1.34	0.30	<b>5.20</b>	47.75
AUG	94	1.33	0.37	<b>6.06</b>	65.36
<b>2022 YTD</b>	<b>819</b>	<b>1.46</b>	<b>0.32</b>	<b>5.80</b>	<b>63.68</b>
<b>2021 MON. AVG</b>	<b>79.3</b>	<b>1.50</b>	<b>0.30</b>	<b>5.48</b>	<b>66.17</b>

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Cases assigned - Staff Advocates	21	28	21.5	245	206	19%
Cases assigned - Volunteer Advocates	14	11	10.7	127	122	4%
Total cases assigned	35	39	32.2	372	328	13%
Total victims served	53	89	59.4	661	630	5%
Volunteer office hours	0	8	2.4	45	19	137%
Total call out hours	28	23	15.4	221	140	58%

## Victims Assistance Unit Spotlight

With the assistance of scholarships, four members of the Victim Assistance Unit attended the 34th Annual Colorado Organization for Victim Assistance (COVA) Conference. This conference is amongst the largest victim services conferences in the country. Held over four days, and with more than 72 workshops, participants learn new skills and best practices for the victim services field. This was also the first in-person conference in two years due to COVID. Left to right: Crystal Porras, Kirsten Donisi, Daylan Wallace, and Kayleigh Gustafson.





# Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Fatality	0	0	0.0	0	0	0%
Injury	0	0	2.6	40	22	82%
Non-Injury	14	86	64.1	568	674	-16%
<b>Traffic Crash Total</b>	<b>14</b>	<b>86</b>	<b>66.7</b>	<b>608</b>	<b>696</b>	<b>-13%</b>
Traffic Enforcement						
Traffic Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Driving Under the Influence (DUI)	16	10	8.3	87	86	1%
Traffic Citations (Municipal and State)						
Call Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Traffic Tickets Issued	105	117	122.7	1,261	1,286	-2%
Written Warnings	93	131	181.6	803	1,786	-55%



# 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%	84.0%
2021	4	80	5.0%	-50.0%
2020	8	80	10.0%	-12.3%
2019	9	79	11.4%	115.1%
2018	4	75	5.3%	29.3%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
OCT	84	2	29	115	23	11	149
Authorized FTE positions	87		32	119			

Training Hours						
Total Hours	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	953.5	604.0	715.8	8,454.8	8,019.8	5.4%

Types of Trainings	Hours per Type
<b>Internal/In-service</b> ( Arrest control, EV-Tech, community response team, navigator, CARFAX for Police)	496.0
<b>External Training</b> (Field training officer certification, animal control officer self-defense, basic school resource officer certification, International Association of Financial Crimes Investigators conference, search and seizure, car seat technician course, Law Enforcement Explorer Post Advisors Association of Colorado (LEEPAC) conference, SFST re-certification, emergency vehicle operations, Colorado Organization for Victims Assistance (COVA), Clandestine lab safety certification)	457.5

Accomplishments / Recognition						
Type	2022 SEP	2021 SEP	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments/Commendations	7	5	10.5	81	91	-11%
Recognition / Awards	0	3	5.8	77	65	18%

# 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 OCT <small>87 OFC /58</small>	2021 OCT <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)	4,723	4,402	5,307.0	44,972	49,467	-9.1%
CFS, excludes self-initiated (SI)	2,243	2,190	2,082.6	22,322	21,400	4.3%
<b>Year-to-Date (Per 1,000 citizens)</b>	<b>27.6</b>	<b>27.6</b>		<b>274.7</b>	<b>269.7</b>	<b>1.9%</b>
CFS per Officer, excludes self-initiated	25.8	27.4		256.6	267.5	-4.1%
CFS per 1st Responder, excl. self-initiated	38.7	39.8		384.9	389.1	-1.1%

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)
OCT	558	18	3.36	98.8%	99.8%	162.6
SEP	<b>472</b>	<b>16</b>	<b>3.33</b>	<b>98.3%</b>	<b>99.8%</b>	<b>179.2</b>
AUG	<b>592</b>	<b>19</b>	<b>3.27</b>	<b>99.5%</b>	<b>100.0%</b>	<b>175.2</b>
<b>2022 YTD</b>	<b>5,582</b>	<b>18</b>	<b>3.34</b>	<b>99.0%</b>	<b>99.9%</b>	<b>171.2</b>
<b>2021 Monthly AVG</b>	546.0	16.3		98.7%	99.9%	179.8
APCO and NENA Standard:*				<b>90.0%</b>	<b>95.0%</b>	N/A

Mon. Administration Calls	4,143	134
Mon. Outbound Calls	1,093	35
<b>YTD-Administration Calls</b>	<b>43,500</b>	<b>143</b>
<b>YTD-Outbound Calls</b>	<b>10,999</b>	<b>36</b>

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

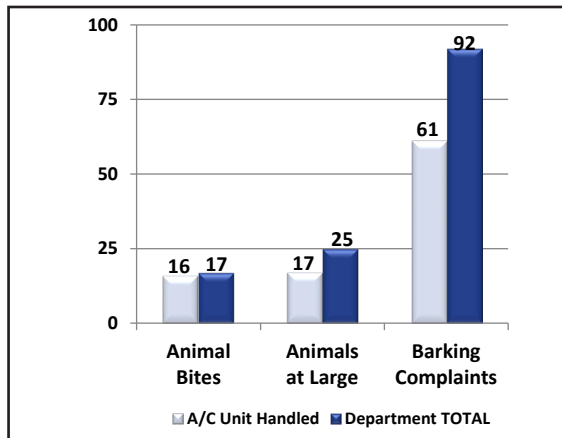
Downtown Liaison Officer (DLO)						
Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Parking Enforcement/CFS	95	71	167	1072	1894	-43.4%
Parking Warnings	5	31	61.7	83	726	-88.6%
Parking Tickets	58	7	39.9	580	234	147.9%



# Priority 4: Future Growth (continued)



## Animal Control Monthly Response Comparison

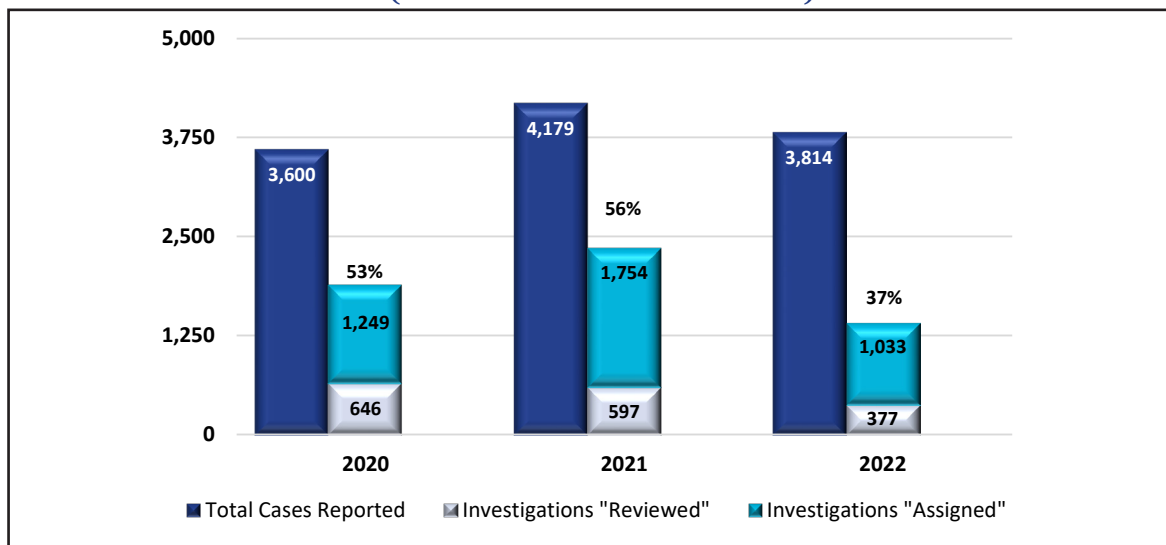


The ACU handled:

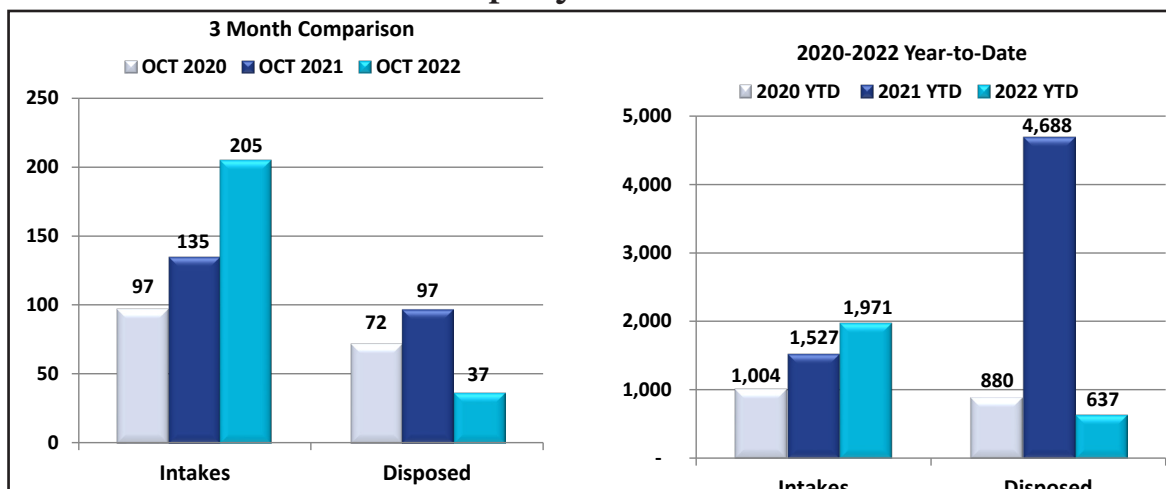
- 94 Percent of animal bites
- 68 Percent of animals at large
- 66 Percent of barking complaints

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

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



## Property & Evidence



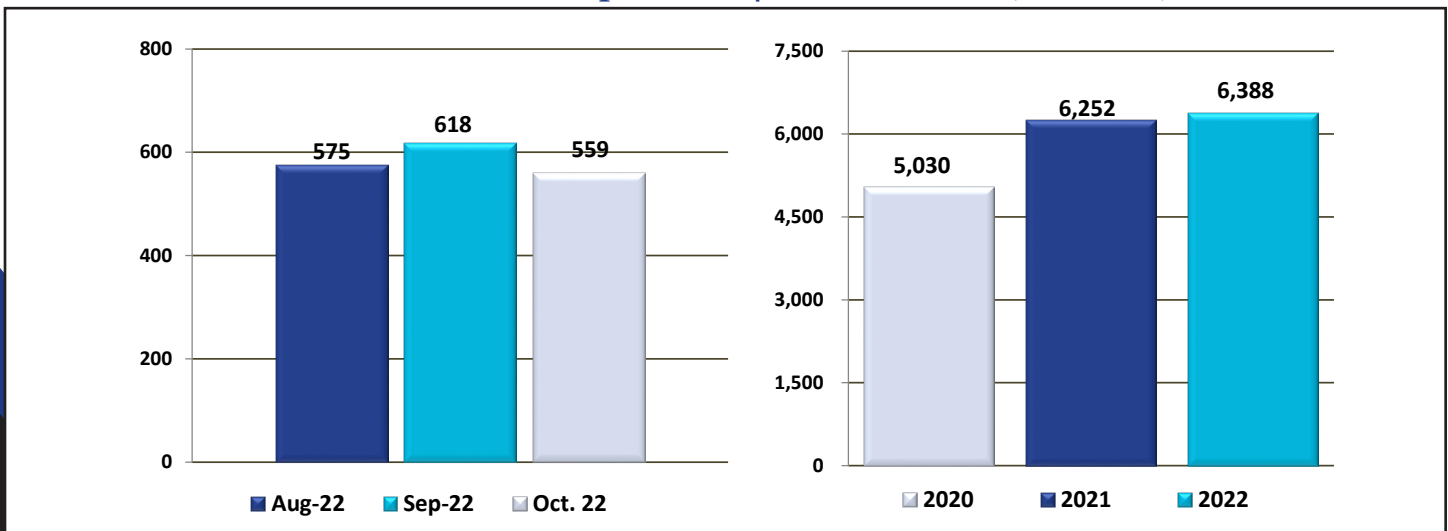
# Priority 4: Future Growth (continued)

## Records Unit

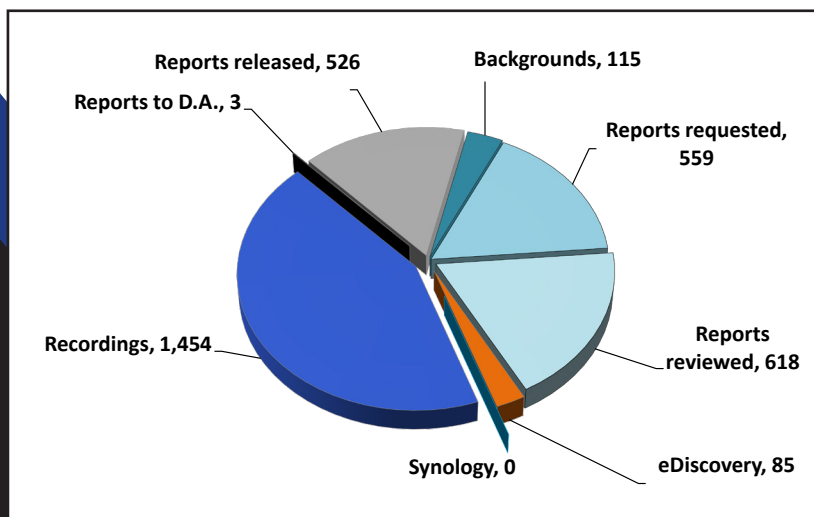
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
OCT 2022	115	559	618	85	0	1,454	3	526
OCT 2021	91	554	542	51	2	1,248	5	526
% Change 2021-2022	26.4%	0.9%	14.0%	66.7%	-100.0%	16.5%	-40.0%	0.0%
3-YR MO. AVG.	103	502	505	60	4	713	6	480

\* Felony drug cases

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



## Records Unit Monthly Workload



# Priority 5: Community Policing & Partnerships



## Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 Year-End	% Change 2021-2022
Crime Free Multi-Housing	0	2	1.9	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	9	-11.1%
Rock Watch	2	2	56.8	880	830	6.0%
CPTED (Crime Prevention)	3	1	1.3	34	22	54.5%
R-U-OK	0	4	1.0	33	17	94.1%
<b>Total Activity</b>	<b>5</b>	<b>9</b>	<b>61.3</b>	<b>980</b>	<b>903</b>	<b>8.5%</b>

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 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	102.0	171.0	167.0	1,731.0	2,007.0	-13.8%
Victim Advocates	597	486	456.4	4,690	4,553	3.0%
VIPS-Community Safety Vol.	71.0	57.0	160.3	729.0	1119.0	-34.9%
<b>Total</b>	<b>770.0</b>	<b>714.0</b>	<b>825.0</b>	<b>7,150.0</b>	<b>7,679.0</b>	<b>-6.9%</b>

## Goal 2: Optimize communication and marketing programs

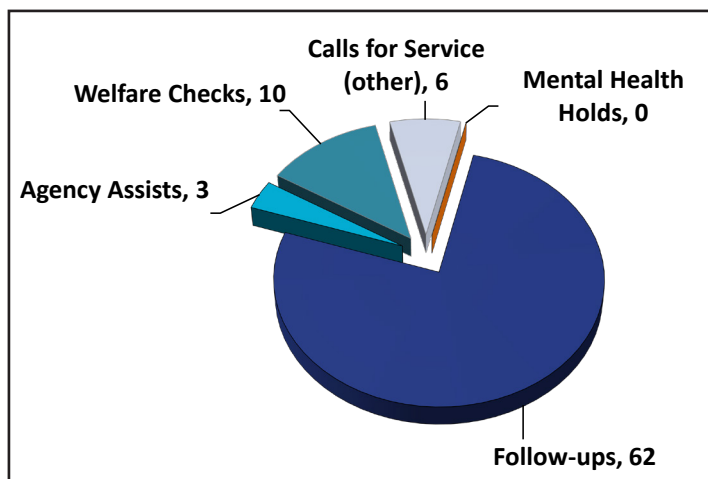
Public Information Officer (PIO)				
OCT 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	17,939	4,192	37,309	3,507
Number of Posts	20	9	5	16
Total Viewer Engagement	17,631	56	29,101	1,937
	Police		Town	
Total Call Outs or Incident Response	1		1	
	TOTAL			
Media Inquiries	4			



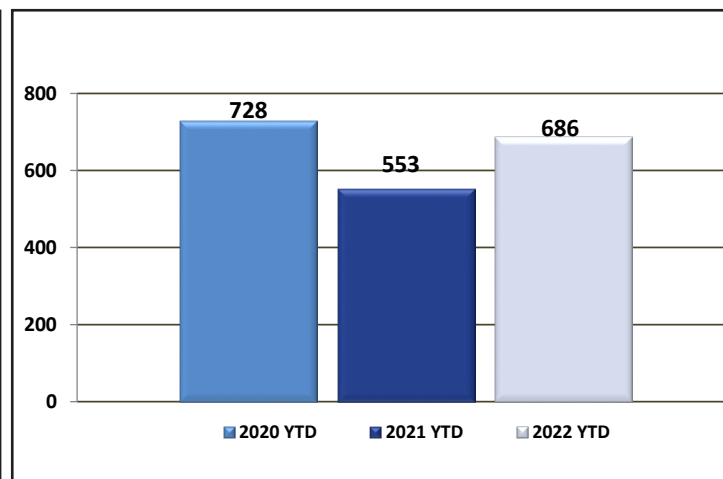
# Priority 6: Technology, Equipment & Practices

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

October 2022 Call Types



CRT Total Calls for Service (YTD)



### Domestic Violence Lethality Assessment Program (LAP)

Call Type	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	12	12	10.1	108	101	7%
High-risk reports	6	1	5.0	46	41	12%

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

### ePoliceReporting

Online Reports	2022 OCT	2021 OCT	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Reports received	33	37	41	303	743	-59.2%

### 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
OCT	123	53	48	2	2	1	0
YTD	978	506	445	31	15	7	11

# Department Highlights



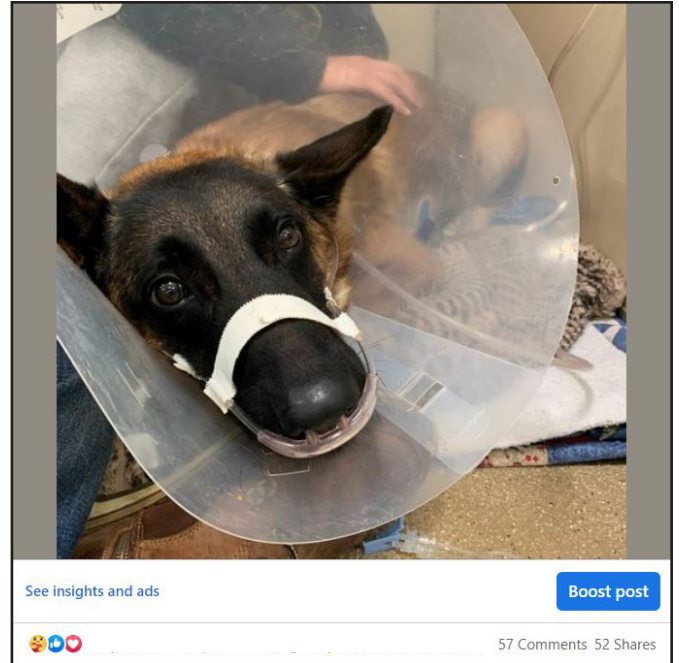
## PIO Temby's Corner Top Social Media Post

October 20, 2022 at 10:45 AM



Join us in wishing Castle Rock Police K9 Maverick a speedy recovery! Maverick underwent emergency surgery earlier this week to treat a serious infection. From the veterinary team to his handler, Officer Gondeck, we know he's in great hands. We are optimistic he will be able to return home soon to continue his long road to recovery.

#WeWorkForYou #OneByOne #K9



## K9 Unit Shogun & Maverick

### Patrol Deployments: 2

Officer Fellows and Shogun were deployed twice on K9 Protect calls, which involved area and building searches. Officer Gondeck and Maverick were not deployed during the month of October.

### Narcotics Deployments: 4

Officer Gondeck and Maverick conducted two narcotics deployments with one alert on large quantities of numerous drugs located. Officer Fellows and Shogun deployed twice.

### Training: 38 hours

Officer Fellows and Shogun trained 28 hours during the month. Officer Gondeck and Maverick trained 10 hours prior to Maverick's unexpected surgery and illness.



Maverick

Shogun

**\*K9 Protect** is a term the department uses when a K9 is on the 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, higher risk attempt to contact, etc.