Photo Credit: Officer A. Meyers

November 2022

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.

"Dear Officer Huston, last Friday Nov. 4, my [automobile] was involved in a possible robbery in front of Culver's Restaurant. Thanks to your dedication and quick response my car was fine. I left the car there and went to the AMC movie theater with a girlfriend. You contacted my husband, I was safe and I am forever grateful for your quick response and dedication to keep us safe in Castle Rock."   Arlene C. (11/4/22)

During a follow up on an accident and ticket received, the following interaction took place. When describing why he was here, he stated the officer (Officer Fuino) who responded had to be one of the "nicest people he had come across in a long time"...He was very impressed with his kindness and professionalism. Great work!
          Franklin, per Records Specialist Erika F.(11/7/22)

Michael R. called in to express his appreciation for his positive interaction with Officer Toliver after having been pulled over upon running a red light. Michael indicated he had a new puppy with him and would Officer Toliver mind engaging with the dog to help with a bit of training for the dog in new situations. Michael was extremely appreciative to Officer Toliver for indulging him with his dog and "going above and beyond."   Michael R. (11/14/22)

Re: Missing person "Thank you so much to everyone who responded and shared about our son! We will be forever grateful for Officer Bennington! Because of him, we have our son home safely."
               Linda B. (11/15/22)

"I was out doing GrubHub... I blew out my tire and I decided to call for help...Officer Houser came to help and he changed out my tire, he was super nice about the whole thing. He showed me how to change a tire... Thank you for having a good person like him...I live up in Littleton and I was really stranded...I had my daughter with me. I don't know how I would have gotten home. It's just nice to know that there are good people out there. Thank you so much Officer Houser."   Florlinda M. (11/8/22)

"Good morning, I wanted to take a moment to recognize the officer [Officer Stoneking] who (rightfully) pulled me over. My [child] has developmental delays and medical issues and there are times when he gets incredibly overwhelmed...which can sometimes lead to a lot of screaming, kicking, hitting. . . Unfortunately the day I was pulled over was one such day...he had a tantrum, delaying us and causing him to spiral further. And I made the mistake of turning left after 3:15. When Officer Stoneking pulled me over he was very kind and extended grace we don't always receive. I was trying my best to function in a situation I'm in so many days...Instead of scolding or judging me, Officer Stoneking saw and acknowledged me and my Mama heart. Please thank him for showing me the compassion I didn't even realize I needed that day. Sometimes it takes doing something dumb to refresh and see God's hand. Thank you ALL for what you do. Continued prayers for your safety."   S. H. (11/13/22)

Officer Morrissey noticed a clinician's customer had a flat tire. Officer Morrissey took the time to change the tire for him. The physical therapist was so impressed. One of the clinics core values is compassion and he felt Officer Morrissey exuded this quality. Per Cmdr. Varela (11/18/22)

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:
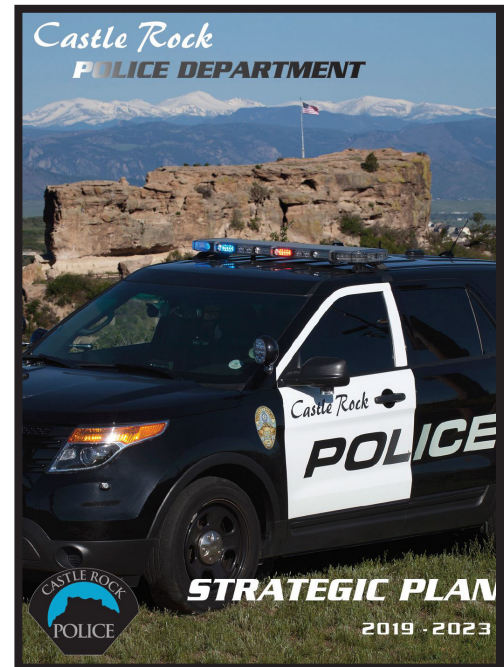
Priority 1: Crime

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

Leading with Success

The Department is Fully-Staffed

The Castle Rock Police is ending the year fully staffed. In addition to our sworn and professional staff members, CRPD will send four new cadets to the Highlands Ranch Law Enforcement Training Academy at the start of the new year for a total of 122 full-time employees.

We are also grateful to utilize 25 volunteers and more than a dozen explorers. Together, these volunteer positions support our police officers, professional staff, Victims Assistance Unit, and the Town during special events.

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 OCT Crime	2021 OCT 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	1	2	2.8	15	32	-53%	1 (7%)
Domestic Violence	17	24	16.1	154	148	4%	141 (92%)
Aggravated Assault	2	3	1.5	10	15	-33%	7(10%)
Total Persons Crimes	**20**	**29**	**20.4**	**181**	**195**	**-7%**	**151 (83%)**

Property Crime Offense	2022 OCT Crime	2021 OCT Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Burglary	5	5	7.6	51	80	-36%	8 (16%)
Fraud/Forgery	15	26	40.9	160	638	-75%	23 (14%)
Motor Vehicle Theft	10	4	7.0	54	64	-16%	2 (4%)
Robbery	0	2	0.4	1	8	-88%	0 (0%)
Theft from Motor Vehicle	23	9	18.5	111	204	-46%	0 (0%)
Theft	52	57	61.6	547	678	-19%	102 (19%)
Vandalism	20	35	32.0	253	356	-29%	51 (20%)
Total Property Crimes	**125**	**138**	**168.0**	**1,177**	**2,028**	**-42%**	**186 (16%)**

Total Crime Offense	2022 OCT Crime	2021 OCT Crime	3-YR MO. AVG	2022 YTD Crime	2021 YTD Crime	YTD % change 2021-2022	2022 YTD Clearance
Total Persons Crimes	20	29	20.4	181	195	-7%	151 (83%)
Total Property Crimes	125	138	168.0	1,177	2,028	-42%	186 (16%)
Total Crimes	**145**	**167**	**188.4**	**1358**	**2223**	**-39%**	**337 (25%)**

*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.

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**
NOV	70	2.01	0.40	**5.91**	85.30
OCT	78	1.54	0.26	**5.39**	73.45
SEP	67	1.34	0.30	**5.20**	47.75
2022 YTD	**893**	**1.51**	**0.33**	**5.81**	**65.90**
2021 MON. AVG	**79.3**	**1.50**	**0.30**	**5.48**	**66.17**

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	**2022 NOV**	**2021 NOV**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change 2021-2022**
Cases assigned - Staff Advocates	19	28	21.5	264	234	13%
Cases assigned - Volunteer Advocates	14	12	10.7	141	134	5%
Total cases assigned	33	40	32.2	405	368	10%
Total victims served	84	81	59.4	745	767	-3%
Volunteer office hours	0	6	2.4	45	25	80%
Total call out hours	71	35	15.4	292	175	67%

Victims Assistance Unit Spotlight

This month, the Victim Assistance staff and several volunteers were honored to assist Colorado Springs Police Department in their response to the shooting at Club Q. CRPD VAU joined other victim assistance staff from around the state to provide crisis intervention at a temporary resource center called the Expo. Advocates helped those impacted by the shooting by navigating resources such as non-profit agencies dedicated to LGBTQ, victim compensation applications, and counseling agencies. It was also an opportunity for some to grieve and share their story. CRPD VAU volunteered 61 hours in assisting our neighboring community of Colorado Springs.

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

Traffic Crashes						
Crash Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Fatality	0	0	0.0	0	0	0%
Injury	4	2	2.6	40	24	67%
Non-Injury	71	73	64.1	568	747	-24%
Traffic Crash Total	75	75	66.7	608	771	-21%
Traffic Enforcement						
Traffic Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Driving Under the Influence (DUI)	10	9	8.3	95	95	0%
Traffic Citations (Municipal and State)						
Call Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Traffic Tickets Issued	97	121	122.7	1,358	1,407	-3%
Written Warnings	65	115	181.6	868	1,901	-54%

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%	83.9%
2021	4	80	5.0%	-50.0%
2020	8	80	10.0%	-12.2%
2019	9	79	11.4%	113.6%
2018	4	75	5.3%	29.8%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
NOV	84	4	32	120	23	11	154
Authorized FTE positions	87		32	119			

Training Hours

Total Hours	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Internal/External	723.5	622.0	715.8	9,178.3	8,641.8	6.2%

Types of Trainings	Hours per Type
Internal/In-service (Firearms, investigations/Castle Rock Fire Department)	529.0
External Training (Failures in criminal investigations, street counter ambush, women in leadership, FBI LEEDA, emergency vehicle operator course/driving/vehicle containment technique, arrest control, sextortion case studies, intro to criminal technologies, street crimes, Colorado Open Records Act, standardized field sobriety testing, tourniquet, search and seizure, traffic stops)	194.5

Accomplishments / Recognition

Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Compliments/Commendations	10	13	10.5	89	104	-14%
Recognition / Awards	0	0	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 NOV** 87 OFC /58	**2021 NOV** 80 OFC /55	**3-YR MO. AVG**	**2022 YTD** 87 OFC /58	**2021 YTD** 80 OFC/ 55	**% Change** 2021-2022
CFS TOTAL, includes self-initiated (SI)	4,375	4,401	5,307.0	49,347	53,868	-8.4%
CFS, excludes self-initiated (SI)	2,111	2,023	2,082.6	24,433	23,423	4.3%
Year-to-Date (Per 1,000 citizens)	**26.0**	**25.5**		**300.7**	**295.2**	**1.9%**
CFS per Officer, excludes self-initiated	24.3	25.3		280.8	292.8	-4.1%
CFS per 1st Responder, excl. self-initiated	36.4	36.8		421.3	425.9	-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)**
NOV	546	18	3.25	98.7%	99.8%	163.8
OCT	**558**	**18**	**3.36**	**98.8%**	**99.8%**	**162.6**
SEP	**472**	**16**	**3.33**	**98.3%**	**99.8%**	**179.2**
2022 YTD	**6,112**	**18**	**3.33**	**99.0%**	**99.9%**	**170.5**
2021 Monthly AVG	546.0	16.3		98.7%	99.9%	179.8
APCO and NENA Standard: *				**90.0%**	**95.0%**	N/A

Mon. Administration Calls	4,361	145
Mon. Outbound Calls	1,337	45
YTD-Administration Calls	**47,856**	**143**
YTD-Outbound Calls	**12,336**	**37**

*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).
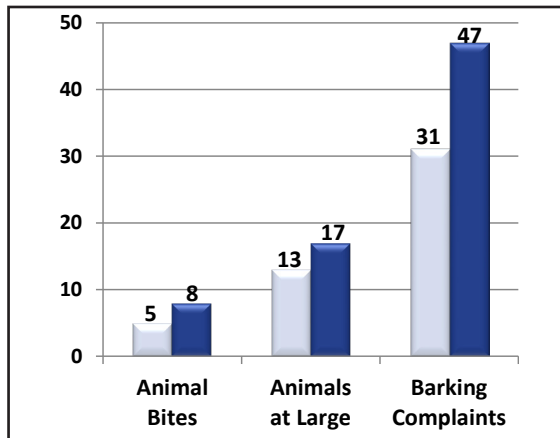
Downtown Liaison Officer (DLO)						
Type	**2022 NOV**	**2021 NOV**	**3-YR MO. AVG**	**2022 YTD**	**2021 YTD**	**% Change** 2021-2022
Parking Enforcement/CFS	132	131	167	1204	2025	-40.5%
Parking Warnings	13	35	61.7	96	761	-87.4%
Parking Tickets	86	27	39.9	666	261	155.2%

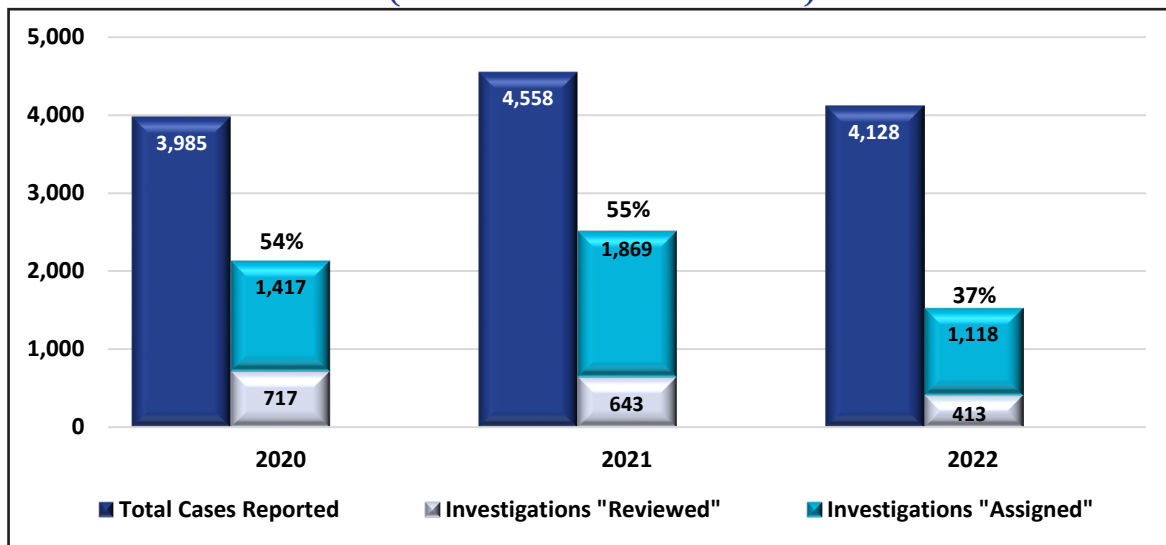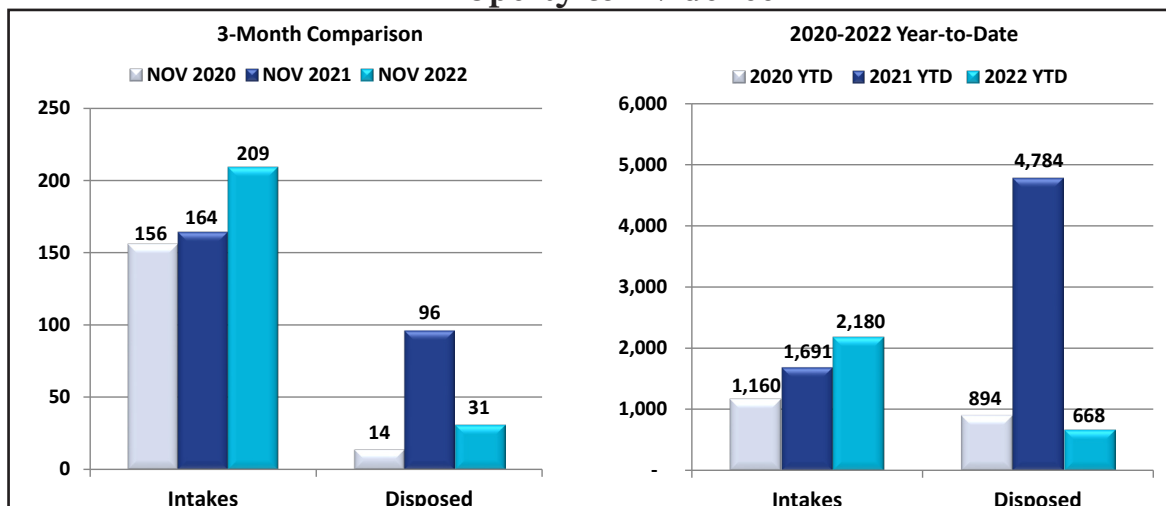## Animal Control Monthly Response Comparison

The ACU handled:

- **63** Percent of animal bites
- **76** 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

Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
NOV 2022	99	443	476	50	1	1,299	7	413
NOV 2021	72	477	460	35	2	969	4	460
% Change 2021-2022	37.5%	-7.1%	3.5%	42.9%	-50.0%	34.1%	75.0%	-10.2%
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)
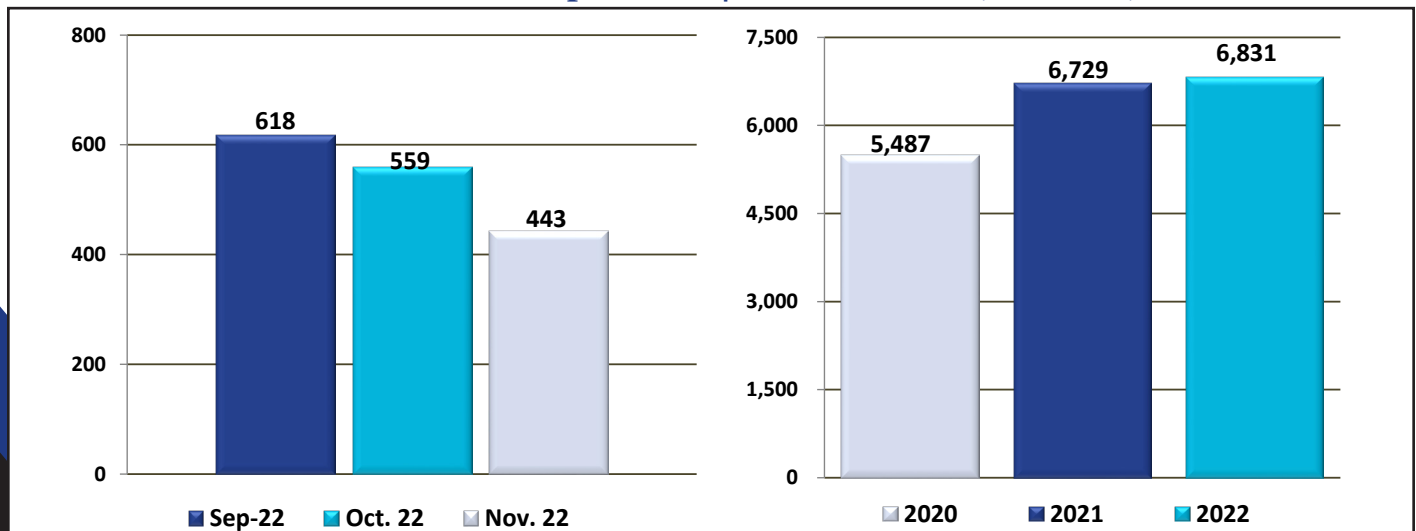
Records Unit Monthly Workload
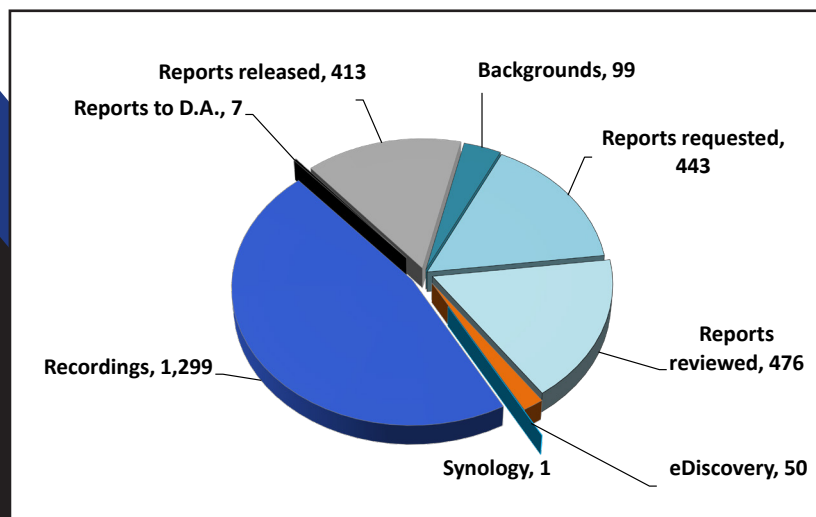
Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs

Running Program Types	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 Year-End	% Change 2021-2022
Crime Free Multi-Housing	0	0	1.9	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	9	-11.1%
Rock Watch	1	0	56.8	881	830	6.1%
CPTED (Crime Prevention)	0	1	1.3	34	22	54.5%
R-U-OK	0	0	1.0	33	17	94.1%
Total Activity	**1**	**1**	**61.3**	**981**	**903**	**8.6%**

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 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Explorer Unit	218	192.3	167.0	1,949.0	2,199.3	-11.4%
Victim Advocates	544.0	436.0	456.4	5,234.0	4,989 .0	4.9%
VIPS-Community Safety Vol.	103.0	112.0	160.3	761.0	1,231.0	-38.2%
Total	**865.0**	**740.3**	**825.0**	**7,944.0**	**8,419.3**	**-5.6%**

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)

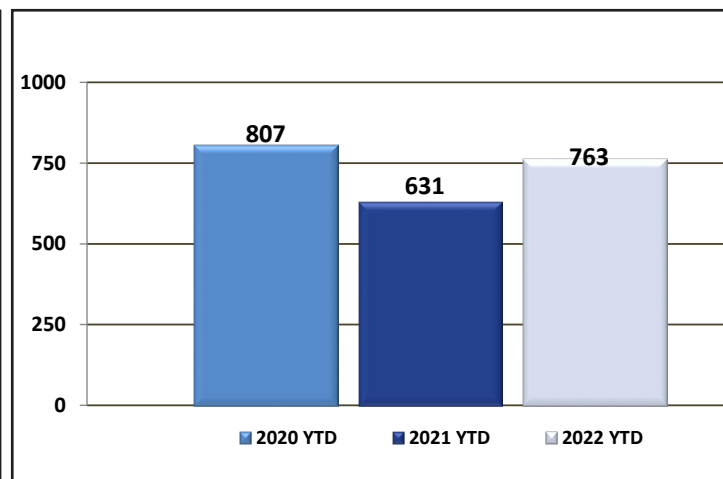| NOV 2022	Facebook	Twitter	Nextdoor	Instagram
Followers	18,328	4,221	37,537	3,591
Number of Posts	28	36	10	14
Total Viewer Engagement	**35,023**	**214**	**35,982**	**3,398**
	Police		**Town**	
Total Call Outs or Incident Response	9		0	
	TOTAL			
Media Inquiries	13			

Priority 6: Technology, Equipment & Practices

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

Community Response Team (CRT) Dashboard

November 2022 Call Types

- Calls for Service (other), 15
- Mental Health Holds, 3
- Welfare Checks, 7
- Agency Assists, 0
- Follow-ups, 52
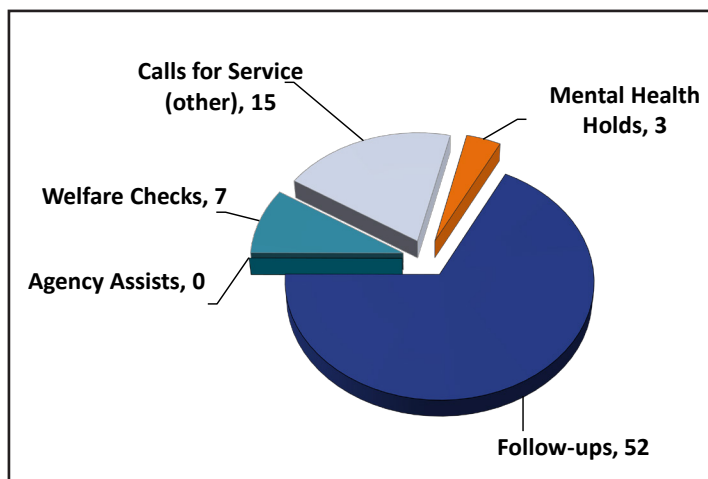
CRT Total Calls for Service (YTD)

- 2020 YTD: 807
- 2021 YTD: 631
- 2022 YTD: 763

Domestic Violence Lethality Assessment Program (LAP)

Call Type	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Total LAP reports completed	7	7	10.1	115	108	6%
High-risk reports	1	4	5.0	47	45	4%

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

ePoliceReporting

Online Reports	2022 NOV	2021 NOV	3-YR MO. AVG	2022 YTD	2021 YTD	% Change 2021-2022
Reports received	28	22	41	331	765	-56.7%

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
NOV	104	55	47	4	1	1	2
OCT	123	53	48	2	2	1	0
YTD*	1082	561	492	35	16	8	13

*YTD - Slight discrepancy in total received due to the inclusion of previous test data.

PIO Temby's Corner
## Top Social Media Post

Instagram: November 19 8:34 PM

Another magical Starlighting event is in the books! A huge thank you to everyone who gathered together to kick of the holiday season in Castle Rock -- including our Castle Rock Police Department officers and volunteers. We'd love to see your favorite moments from the night... share them in the comments below!

Photo credit: Officer B. Schuster

#WeWorkForYou #OneByOne #Starlighting

Liked by dtcastlerock and 526 others
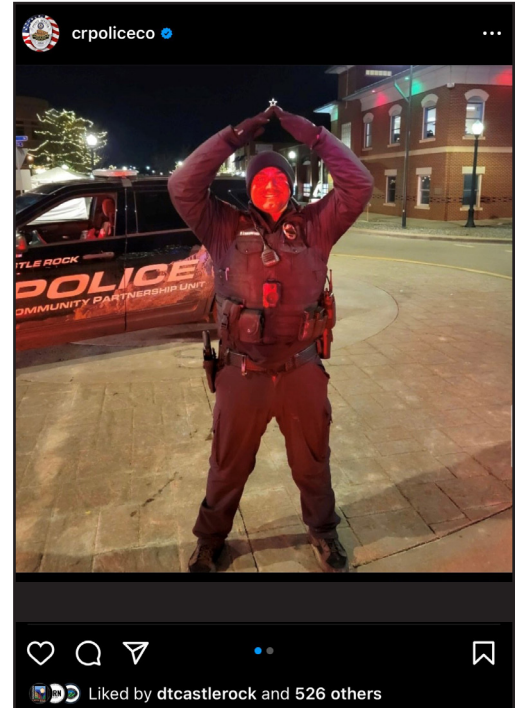
K9 Unit
Shogun & Maverick

Patrol Deployments: 4

Officer Fellows and Shogun were deployed four times, which included two K9 protection, one area search and one article search.

Narcotics Deployments: 2

Officer Fellows and Shogun deployed twice on two K9 sniffs.

Training: 42 hours

The K9 units trained a total of 42 hours during the month.

Note: Maverick continued on medical leave and completed 10 hours of training for the month of November.

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.