

MARCH 2023



Photo Credit: Officer D. Ives

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 woman appeared on my doorstep, seemed very confused, and disoriented. I talked to her while asking my wife to call CR Police. Two cars responded almost immediately, and **Officer Post** and another officer [**Officer J. Lane**] came and were incredible at their ability to be direct, and yet caring and sensitive to the situation...I just wanted to mention that this is the second occurrence where Officer Post responded to our house. The previous was when a DUI hit one of our cars parked in front of our house on Thanksgiving. I just wanted to say that I am very proud of Officer Post and the others that I have interacted with. They are an example of calm cool professional policing, and makes me very happy that we selected Castle Rock as our home. Thanks again for all you do."

Tracey B, 03/17/23

"I just wanted to say thank you to **Officer Lilic** and his partner [**Officer Ford**] for the quick response at 4am, kindness, and excellent service. He was professional, understanding, and kind in our time of need with a potential break in. He was exceptional and I am very thankful to know he is serving our city."

Doris H, 03/04/23



"Dear **Officer Lewis**, our family wants to thank you for all that you do and for bringing our son-in-law home yesterday after his mishap on Founders. My heart sank as I drove by and recognized his car on my way to school. It doesn't matter how old your kids are, they're still your kids. Take care and have a great weekend."

Family members, 03/18/23

Mr. Ryan called in this morning to compliment you both [**Officers Gardner & Reed**] on your professionalism and courtesy when responding to a theft call at the Rec Center. Mr. Ryan added that you advised him on all next steps he needed to take to rectify the situation. Nice work!

Sgt. McCarty, 03/09/23

"I have lived in Castle Rock for nearly 20 years...we have a generally favorable perception of our local police officers. We had an incident with one of your officers - **Officer A. Toliver** - that needs to be shared with his supervisors and - as appropriate - with any others.

A couple of weeks ago... Officer Toliver was the responding officer and was absolutely fantastic. He was incredibly kind, approachable, and communicative. As a father, I am personally grateful my boys witnessed this, and that my wife was treated as she was. She's often concerned about the perception and impact of raising athletic and competitive boys, so to have an authority such as a police officer affirm and be supportive means more than I can convey. Thank you. A huge kudos to Officer Toliver and my personal appreciation to him, as well as a department that he felt comfortable acting as he did in representation of. If I may ever assist the department or do anything, please don't hesitate to ask."

Brandon B, 03/07/23

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

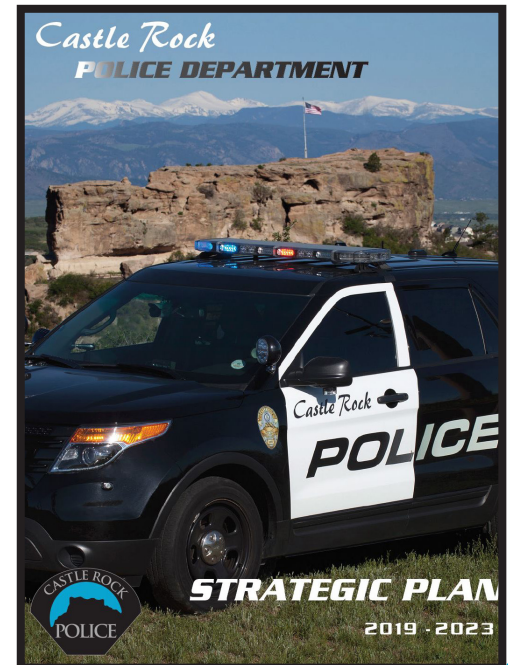
Priority 2: Traffic Safety

Priority 3: Employees

Priority 4: Prepare for Future Growth

Priority 5: Community Policing and Partnerships

Priority 6: Technology, Equipment and Training



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

Leading with Success

University of Denver Leadership Program

Sgt. Amanda Lane had the opportunity to attend the Public Safety Leadership Development Program presented by the Executive Education Daniels College of Business at the University of Denver. This program combines world-class faculty with personal assessments, leadership exercises, analytical assignments and challenging activities to provide a life-changing experience for public safety leaders. The cohort consisted of 40 leaders from 23 different agencies across the state. After studying personality characteristics, emotional intelligence and servant leadership, the cohort enjoyed spending time in teams challenging one another with outdoor activities. Other topics expanded on wellness and mental health in public safety sectors and learning Love + Work to increase retention and improve recruitment.

The experience was unbelievably beneficial, and the skills learned translated easily into her role as a Patrol Sergeant. Sgt. Lane is excited to continue her leadership development and to promote healthy morale and continue with positive momentum at CRPD!



Pictured left to right: Cmdrs. Gorman & Varela, Sgt. Lane, Chief Cauley

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	2023 FEB Crime	2022 FEB Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Homicide	0	0	0.1	0	0	N/A	N/A
Sex Offenses - Forcible	0	0	2.2	1	3	-67%	0 (0%)
Domestic Violence	11	14	15.2	21	23	-9%	21 (100%)
Aggravated Assault	0	1	1.6	1	2	-50%	1 (100%)
Total Persons Crimes	11	15	19.1	23	28	-18%	22 (96%)

Property Crime Offense	2023 FEB Crime	2022 FEB Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Burglary	5	4	6.6	15	7	114%	1 (7%)
Fraud/Forgery	20	19	37.1	30	39	-23%	1 (3%)
Motor Vehicle Theft	9	0	6.8	12	8	50%	0 (0%)
Robbery	0	0	0.4	0	0	N/A	N/A
Theft from Motor Veh.	10	13	17.1	13	25	-48%	0 (0%)
Theft	42	51	60.8	85	114	-25%	17 (20%)
Vandalism	26	20	30.4	53	55	-4%	10 (19%)
Total Property Crimes	112	107	159.2	208	248	-16%	29 (14%)

Total Crime Offense	2023 FEB Crime	2022 FEB Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Total Persons Crimes	11	15	19.1	23	28	-18%	22 (96%)
Total Property Crimes	112	107	159.2	208	248	-16%	29 (14%)
Total Crimes	123	122	178.3	231	276	-16%	51 (22%)

Notes:

1. Persons and Property crimes are reported for the [previous](#) month due to the transition to NIBRS reporting.
2. Clearance 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

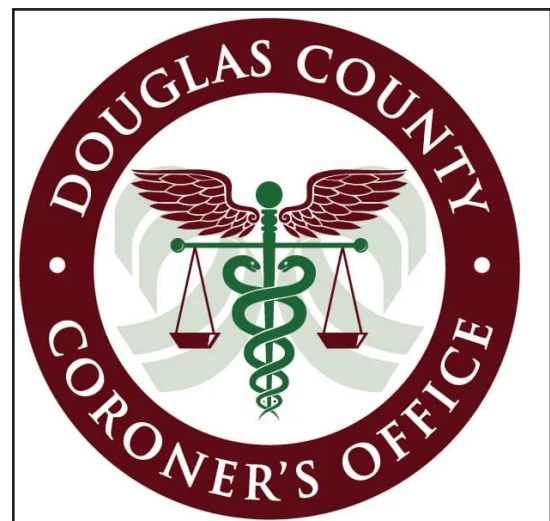
Response Times					
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Wait to Enroute	Average Drive Time	Average Time Officers on Scene
MAR	64	1.95	0.45	7.32	67.92
FEB	63	1.81	0.42	5.95	62.83
JAN	87	1.61	0.33	6.46	68.23
2023 YTD	214	1.79	0.40	6.58	66.33
2022 MON. AVG	80.7	1.50	0.31	5.72	65.71

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Cases assigned - Staff Advocates	38	35	22.6	107	68	57%
Cases assigned - Volunteer Advocates	9	16	11.9	25	40	-38%
Total cases assigned	47	51	34.5	132	108	22%
Total victims served	143	83	62.5	302	191	58%
Volunteer office hours	16	5	2.4	21	11	91%
Call out hours (incl. on-scene, phone)	35	26	30.9	109	100	9%

Victims Assistance Unit Spotlight

In March, the Victim Assistance teams from the Castle Rock, Parker and Lone Tree Police departments were invited guests of Coroner Raeann Brown and Chief Deputy Coroner Keenan Heyde at the Coroner's Office for a meet and greet. Coroner Brown expressed appreciation for all the volunteers in what they do. Brown presented some of her procedures for working together with law enforcement and victim assistance to better serve the community. Brown answered questions and then provided a tour for those who wanted to see the rest of the office. Victim Assistance Coordinators are very grateful for such candid time with Coroner Brown and getting to know her and her staff.



Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Fatality	0	0	0.0	2	0	N/A
Injury	5	8	3.0	14	11	27%
Non-Injury	74	58	59.5	223	204	9%
Traffic Crash Total	79	66	62.6	239	215	11%
Note: As of December 2022, traffic crash statistics are reported through CARFAX.						
Traffic Enforcement						
Traffic Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Driving Under the Influence (DUI)	5	5	8.4	11	20	-45%
Traffic Citations (Municipal and State)						
Call Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Traffic Tickets Issued	167	120	118.5	348	258	35%
Written Warnings	123	79	140.6	265	191	39%



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
2023	0	90	0.0%	-100.0%
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%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (inc. Vol.)
MAR	86	8	32	126	19	10	155
Authorized FTE positions:	90	Authorized FTE positions:	34.5	124.5			

Training Hours						
Total Hours	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	1,053	938	726.4	2,475.0	2,348.8	5.4%
Types of Trainings						Hours per Type
Internal/In-service (Firearms, investigations, wellness)						555
External Training (Supervising/managing the drug unit, standardized field sobriety test certification, new hire mini-skills training (anti-bias, de-escalation, ACT, firearms, COP, etc.), pepper ball instructor/armorer course, threat assessment symposium, FBI defensive tactics instructor course, interviews and body language techniques, advanced criminal investigations, building searches, Bosch crash data retrieval technician, CIT scenario coach training, CPR/BLS certification)						498

Accomplishments / Recognition						
Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	13	11	11.5	25	14	79%
Recognition / Awards	0	7	5.9	2	8	-75%

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 MAR 90 OFC / 61	2022 MAR 87 OFC / 58	3-YR MO. AVG	2023 YTD 90 OFC / 61	2022 YTD 87 OFC / 55	% Change 2022-2023
CFS TOTAL, includes self-initiated (SI)	4,864	4,536	4,872.2	12,840	12,783	0.4%
CFS, excludes self-initiated (SI)	2,035	2,064	2,111.0	5,858	5,868	-0.2%
Year-to-Date (Per 1,000 citizens)	59.8	55.8		157.9	157.3	0.4%
CFS per Officer, excludes self-initiated	22.6	23.7		65.1	67.4	-3.4%
CFS per 1st Responder, excl. self-initiated	33.4	35.6		96.0	101.2	-5.1%

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)
MAR	466	15	3.55	98.7%	100.0%	200.4
FEB	476	17	3.34	99.4%	99.6%	179.6
JAN	482	16	3.64	98.8%	99.8%	198.7
2023 YTD	1,424	16	3.51	98.9%	99.8%	192.9
2022 Monthly AVG	520.5	16.3	3.36	97.8%	99.7%	185.4
APCO and NENA Standard:*				90.0%	95.0%	N/A

Mon. Administration Calls	4,143	134
Mon. Outbound Calls	1,044	34
YTD-Administration Calls	11,343	125
YTD-Outbound Calls	2,961	33

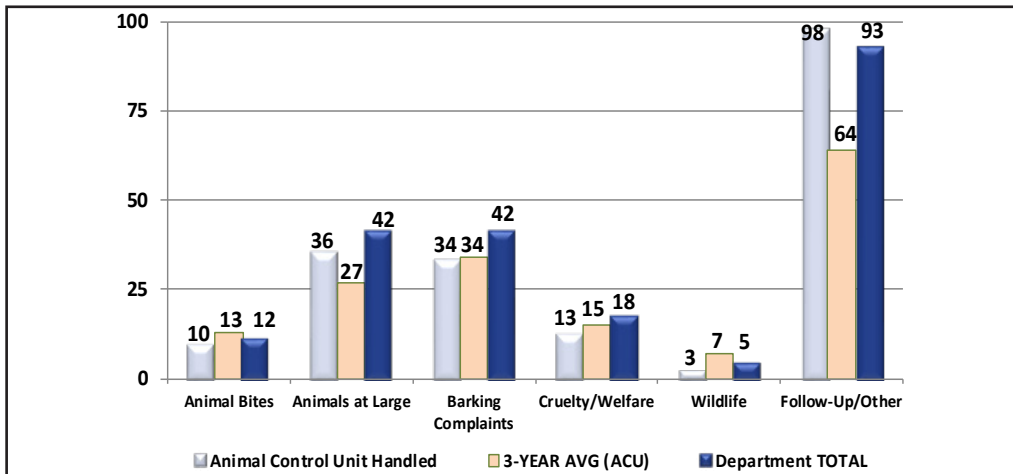
*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Downtown Liaison Officer (DLO)						
Type	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Parking Enforcement/CFS	96	100	151.8	252	241	4.6%
Parking Warnings	10	14	47.9	23	33	-30.3%
Parking Tickets	3	50	40.7	80	94	-14.9%

Priority 4: Future Growth (continued)



Animal Control Monthly Response Comparison

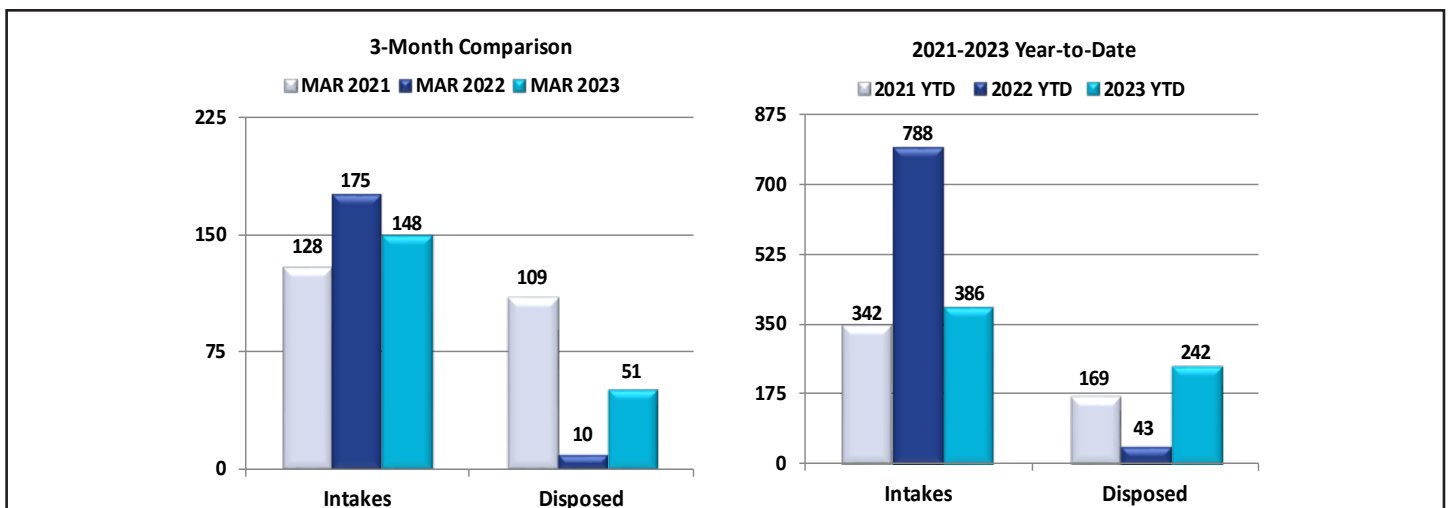


Call Types (%) handled by ACU:

- 83 Percent of animal bites
- 86 Percent of animals at large
- 81 Percent of barking calls
- 72 Percent of cruelty/welfare
- 60 Percent of wildlife
- 105 Percent of follow-up/other*

*Note: ACU responds/assists on other departmental-call types. The Unit handled 100% of ACU calls plus additional patrol-related calls.

Property & Evidence



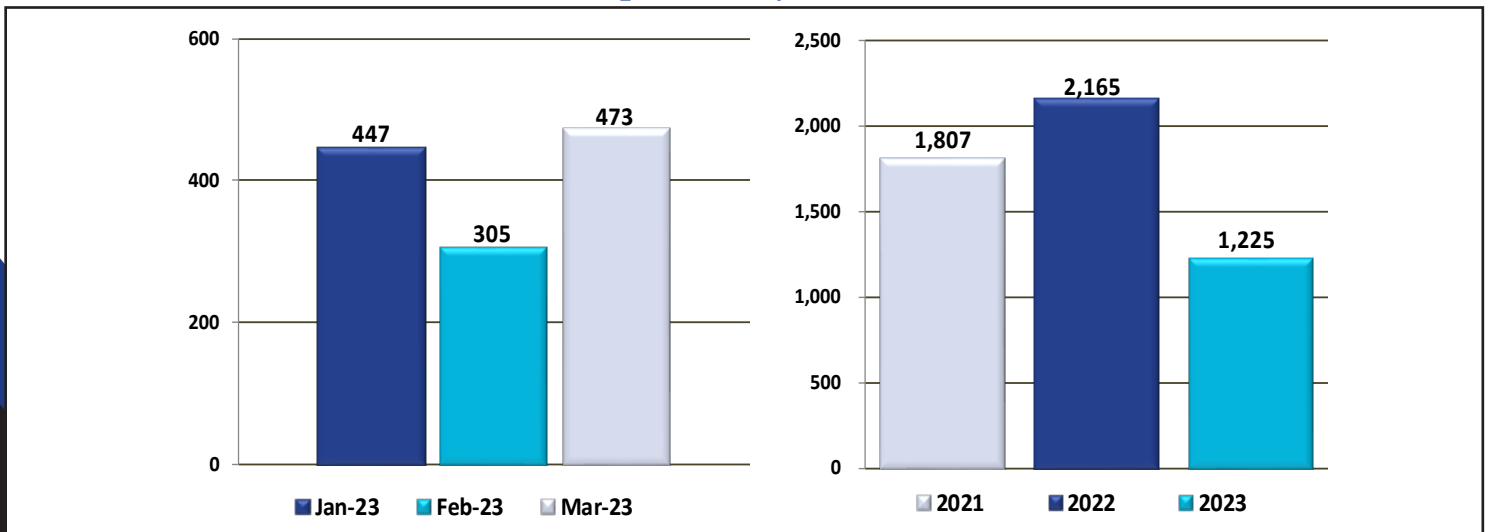
Priority 4: Future Growth (continued)

Records Unit

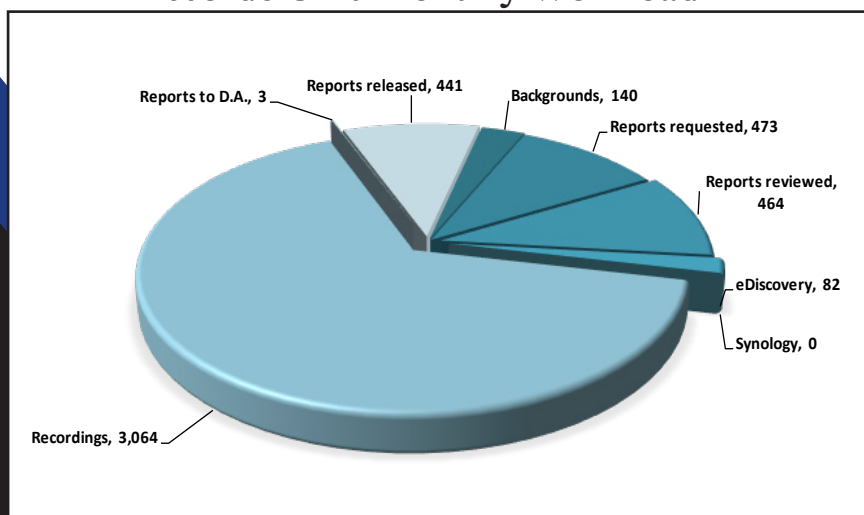
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
MAR 2023	140	473	464	82	0	3,064	3	441
MAR 2022	117	992	943	81	3	2,044	8	904
% Change 2022-2023	19.7%	-52.3%	-50.8%	1.2%	-100.0%	49.9%	-62.5%	-51.2%
3-YR MO. AVG.	107	575	569	58	2	1,141	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 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 Year-End	% Change 2022-2023
Crime Free Multi-Housing	0	0	2.0	25	25	0.0%
Crime Free Self-Storage	0	0	0.7	8	8	0.0%
Rock Watch	1	35	69.1	899	886	1.5%
CPTED (Crime Prevention)	0	0	1.9	36	34	5.9%
R-U-OK	1	9	1.6	35	33	6.1%
Total Activity	2	44	75.3	1,003	986	1.7%

Notes: Rock Watch 2022-2023 YTD statistics were revised for accuracy. R-U-OK totals periodically fluctuate as members enter or leave the program.

Volunteer Hours						
Unit Hours	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	149.0	150.0	150.7	325.0	831.5	-60.9%
Victim Advocates	345	368.0	463.2	1,099	1,268	-13%
Volunteers in Policing (CSVs, Admin)	26.0	47.0	104.7	77.5	177.5	-56.3%
Total	520.0	565.0	718.6	1,501.5	2,277.0	-34.1%

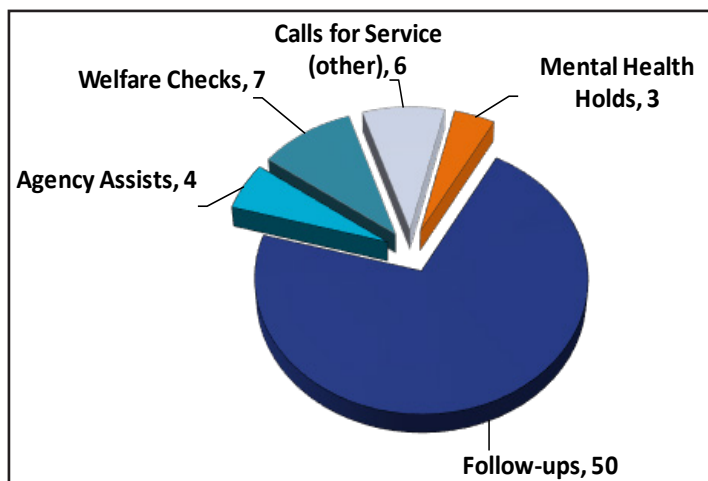
Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
MAR 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	18,840	4,399	38,552	3,695
Number of Posts	15	7	3	11
Total Viewer Engagement	7,839	31	3,980	1,955
	Police		Town	
Total Call Outs or Incident Response	2		1	
	TOTAL			
Media Inquiries	8			

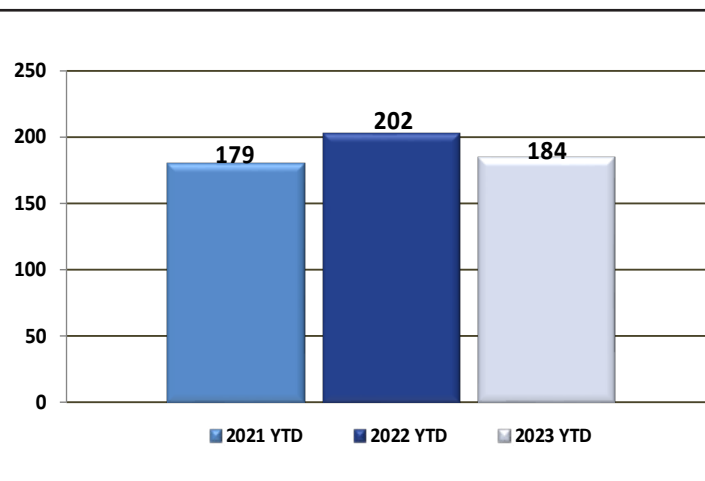
Priority 6: Technology, Equipment & Practices

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 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Total LAP reports completed	15	16	9.9	35	32	9%
High-risk reports	6	5	4.5	16	12	33%

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 Crime Reports	2023 MAR	2022 MAR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	22	28	44.1	70	81	-13.6%

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
MAR	119	55	50	2	0	1	2
FEB	110	52	47	1	2	0	2
JAN	97	50	41	5	0	2	2
YTD*	326	157	138	8	2	3	6

Department Highlights



PIO Temby's Corner Top Social Media Post

March 10, 2023

Castle Rock Police therapy dog Buttercup has declared Spring Break officially on! If you're staying in Town to do some shopping, going out to eat, hiking Castle Rock's beautiful trails or visiting one of our many parks, help CRPD protect your property and prevent crimes of opportunity. Any time you leave your vehicle, remember to:

- ☐ - Remove ALL valuables
- ☐ - Lock your car AND take the keys with you
- ☐ - Close your garage door
- ☐ - Call CRPD if you notice anything suspicious

We hope you have a safe and relaxing break.
We're here if you need us.

#WeWorkForYou #OneByOne



K9 Unit Shogun & Maverick

Patrol Deployments: 5

Officer Fellows and Shogun were deployed on two building searches and three officer (K9) protection deployments. Officer Gondeck and Maverick were not deployed during the month.

Narcotics Deployments: 2

Officer Fellows and Shogun deployed twice on vehicle sniffs with nothing found. Officer Gondeck and Maverick were not deployed during the month.

Training: 60 hours

The K9 units trained 30 hours each during the month.



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.