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Photo Credit: PIO T. 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.

“Officer Godfrey, All three of my children currently attend Mesa Middle School. On Tuesday my daughter told me about an incident during lunch. She said that someone was cooking something in the microwave that made a loud pop that sounded like a gunshot. She saw you fly out of your office, gun in hand. She was very emotional when she was telling me about it; it was very scary for her. We talked about the shooting in Nashville the day before and how you must have been on high-alert, even more than usual, and that it must have also been very scary for you. What we focused on the most is that you heard what you thought was a threat and you ran TOWARD IT. That is hero behavior. And I am so grateful for it. I'm even more thankful that it was not a threat, it was just a pop, but knowing you are there, in their school, watching over them, ready to act to protect them, means more than I can say. I'm very emotional writing this, I hope it expresses the magnitude of my appreciation. Thank you for all you do for Mesa, the students, the staff, and my children.” Sara M. (4/3/23)

“Thank you for taking the time to come speak with my students. They really enjoyed meeting the 2 of you. **[Officer Longuevan & Moorhead]**” Katrina F. (4/14/23)

“Mr. Martinez called in to compliment **Officer Toliver** for his assistance on a motorist assist. Mr. Martinez's battery was completely dead due to a bad terminal. Officer Toliver quickly resolved the issue and saved him lots of money on a tow and repairs. Mr. Martinez was very appreciative and thankful.”

Sgt. McCarty (4/15/23)



“I wanted to take a few minutes and let you know that I had an exceptional encounter with CR police **Officer T Yowell** today. My wife and I fell and broke her knee. I was over the speed limit down Canyon Dr hustling her to the doctor. It was a bad decision on my part but I was in a bit of a panic with my wife in excruciating pain. Officer Yowell explained that they were monitoring Canyon Dr for speeders, which I totally agreed with! I see many people traveling too fast on this street. He was sympathetic to our problem, seeing my wife laid out in the back seat of our car. I apologized and thanked him for setting me straight to slow down. Thank you for your service!”

Rob T. (4/5/23)

“We are relatively new to Colorado, having moved from the Chicagoland area less than a year ago. We have never experienced a police officer coming to our door to tell us that our garage door and car hatch were open. We are so impressed and really appreciate **Officer M. Lance's** stopping by tonight to alert us of this situation. We promise to be more vigilant about closing our garage door. But kudos to Officer Lance coming and alerting us at 10:15 pm. We feel much safer.”

Chris & Anita (4/12/23)

Dale and Peggy Merrick called in to [Sgt. A. Lane] to give a huge thanks to **Officer Burns** for stopping to assist them with a flat tire on 04/24/23. They were thrilled when he stopped behind them; he was “cordial, professional and just great!” He helped them change the tire, and he “is just a blessing. He should be commended.” They wish we could have more officers like Officer Burns. I could not agree more! Thank you Officer Burns for being a great representative of CRPD and helping out this couple in a time of need. Well done!

Dale & Peggy M. (4/25/23)

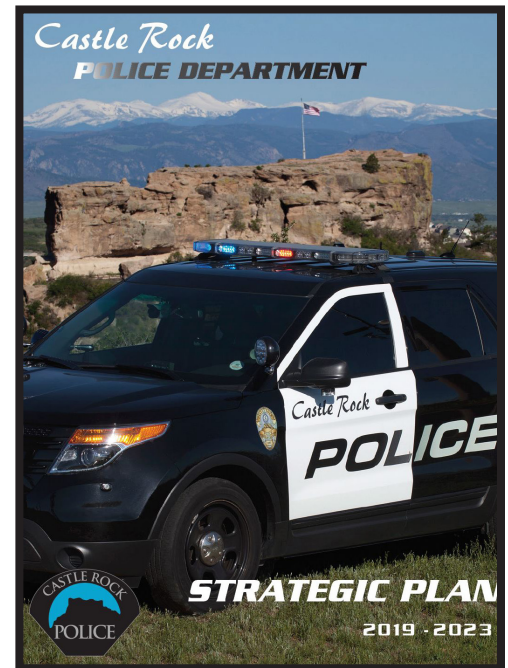
Message from the Chief



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.crgov.com/PDplan)

Leading with Success

Great Work By All!

CRPD was once again honored to be recognized as one of Colorado's safest cities. Safewise released its list of [Colorado's 20 Safest Cities](#) of 2023 and Castle Rock ranked 13th. We were the largest municipality and just one of three agencies serving more than 30,000 residents on the list. It is because of the people (both sworn and professional staff), our innovation and great partnership with residents that we have been able to thrive as a community.

A recent example of our dedicated staff using technology to produce amazing results occurred from March 30 to April 3. Three separate License Plate Reader (LPR) hits from our Community Action Team, patrol officers and dispatchers yielded five arrests, two stolen vehicles, one stolen gun and copious amounts of methamphetamine and fentanyl.



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 MAR Crime	2022 MAR 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	5	2.2	1	8	-88%	0 (0%)
Domestic Violence	23	19	15.2	44	42	5%	41 (93%)
Aggravated Assault	0	0	1.6	1	2	-50%	1 (100%)
Total Persons Crimes	23	24	19.1	46	52	-12%	42 (91%)

Property Crime Offense	2023 MAR Crime	2022 MAR Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Burglary	9	6	6.6	24	13	85%	2 (8%)
Fraud/Forgery	13	18	37.1	43	57	-25%	2 (5%)
Motor Vehicle Theft	9	3	6.8	21	11	91%	0 (0%)
Robbery	0	1	0.4	0	1	-100%	N/A
Theft from Motor Veh.	5	8	17.1	18	33	-45%	0 (0%)
Theft	49	74	60.8	134	188	-29%	32 (24%)
Vandalism	24	22	30.4	77	77	0%	14 (18%)
Total Property Crimes	109	132	159.2	317	380	-17%	50 (16%)

Total Crime Offense	2023 MAR Crime	2022 MAR Crime	3-YR MO. AVG	2023 YTD Crime	2022 YTD Crime	YTD % change 2022-2023	2023 YTD Clearance
Total Persons Crimes	23	24	19.1	46	52	-12%	42 (91%)
Total Property Crimes	109	132	159.2	317	380	-17%	50 (16%)
Total Crimes	132	156	178.3	363	432	-16%	92 (25%)

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
APR	82	1.41	0.65	5.91	57.34
MAR	64	1.95	0.45	7.32	67.92
FEB	63	1.81	0.42	5.95	62.83
2023 YTD	296	1.70	0.46	6.41	64.08
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 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Cases assigned - Staff Advocates	33	25	22.6	140	93	51%
Cases assigned - Volunteer Advocates	8	10	11.9	33	50	-34%
Total cases assigned	41	35	34.5	173	143	21%
Total victims served	66	60	62.5	368	251	47%
Volunteer office hours	11	11	2.4	32	22	45%
Call out hours (incl. on-scene, phone)	34	35	30.9	143	135	6%

Victims Assistance Unit Spotlight

In April, Coordinator Binks hosted a training for Douglas County victim assistance programs. Invited speaker Ami McCarthy from the Colorado Organization for Victim Assistance (COVA) presented on Vicarious Trauma. Using wit, humor, and her vast experience serving at some of Colorado's and the nation's most traumatic events, Ami delineated the differences from burnout to secondary trauma and the importance of self-care.



Priority 2: Traffic Safety

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

Traffic Crashes						
Crash Type	2023 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Fatality	1	0	0.0	3	0	300%
Injury	6	3	3.0	20	14	43%
Non-Injury	73	59	59.5	296	275	8%
Traffic Crash Total	79	62	62.6	318	289	10%
Note: As of December 2022, traffic crash statistics are reported through CARFAX.						
Traffic Enforcement						
Traffic Type	2023 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Driving Under the Influence (DUI)	8	9	8.4	19	29	-34%
Traffic Citations (Municipal and State)						
Call Type	2023 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Traffic Tickets Issued	199	238	118.5	547	495	11%
Written Warnings	122	67	140.6	387	258	50%



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.)
APR	86	8	32	126	17	8	151
Authorized FTE positions:	90	Authorized FTE positions:	34.5	124.5			

Training Hours						
Total Hours	2023 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Internal/External	1,570	507	726.4	4,045	2,856	41.6%

Types of Trainings	Hours per Type
Internal/In-service (Advanced search and seizure, single officer response to an active threat)	972
External Training (Interdiction mastermind, POST handgun instructor, emerging legal trends, advanced interview and interrogation, Piranha training (tire deflation device), Stop the Bleed, international conference on sexual assault and domestic violence, basic forensic interview training, train the trainer, LEEPAAC leadership conference, collecting minimal facts, Crisis Intervention Training, force encounters analysis, basic rifle certification)	598

Accomplishments / Recognition						
Type	2023 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Compliments/Commendations	8	4	11.5	33	33	0%
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 APR 90 OFC /61	2022 APR 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)	4,703	4,732	4,872.2	17,543	17,515	0.2%
CFS, excludes self-initiated (SI)	2,152	2,189	2,148.1	8,010	8,057	-0.6%
Year-to-Date (Per 1,000 citizens)	57.8	58.2		215.8	215.6	0.1%
CFS per Officer, excludes self-initiated	23.9	25.2		89.0	92.6	-3.9%
CFS per 1st Responder, excl. self-initiated	35.3	37.7		131.3	138.9	-5.5%

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)
APR	460	15	3.64	97.8%	99.4%	186.4
MAR	466	15	3.55	98.7%	100.0%	200.4
FEB	476	17	3.34	99.4%	99.6%	179.6
2023 YTD	1,884	16	3.54	98.7%	99.7%	191.3
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	4,153	138
Mon. Outbound Calls	951	32
YTD-Administration Calls	15,498	128
YTD-Outbound Calls	3,912	32

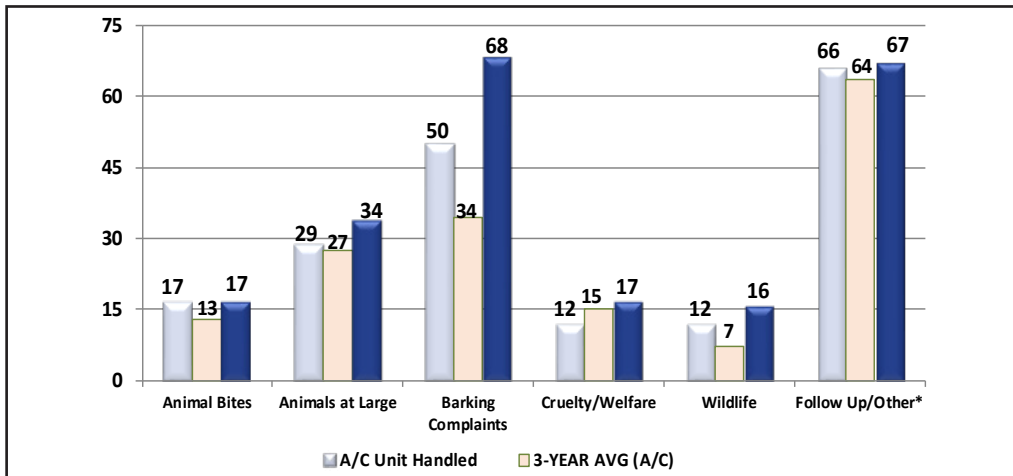
*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

Downtown Liaison Officer (DLO)						
Type	2023 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Parking Enforcement/CFS	40	75	151.8	292	316	-7.6%
Parking Warnings	1	7	47.9	24	40	-40.0%
Parking Tickets	5	24	40.7	85	118	-28.0%

Priority 4: Future Growth (continued)



Animal Control Monthly Response Comparison

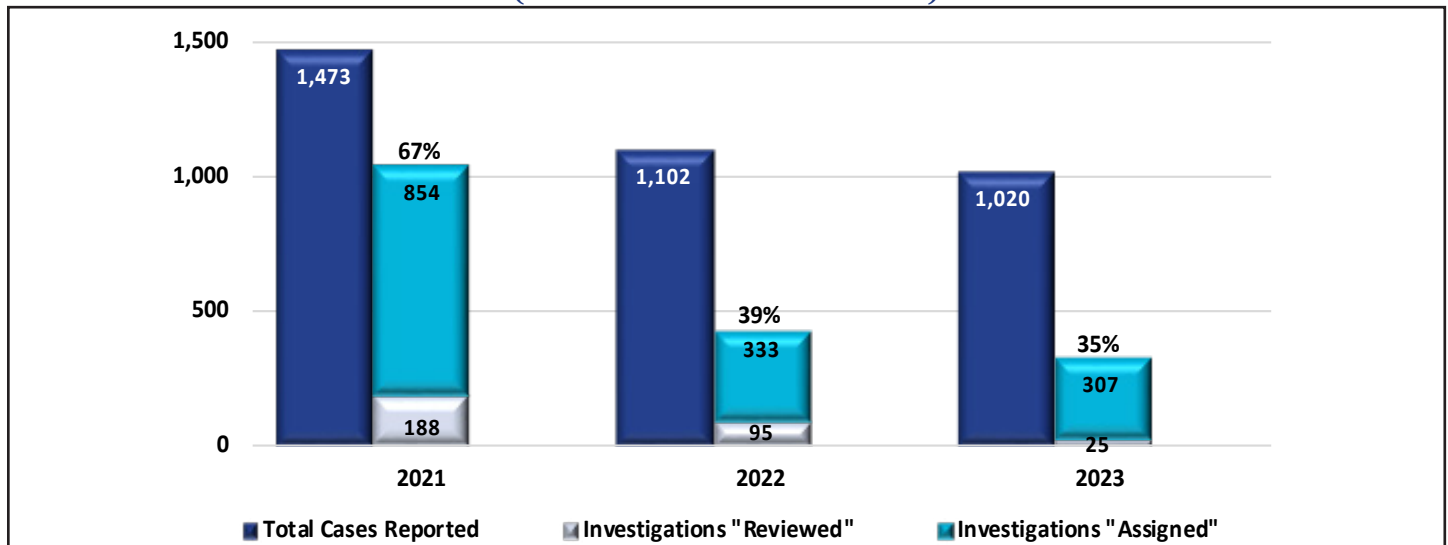


Call Types (%) handled by ACU:

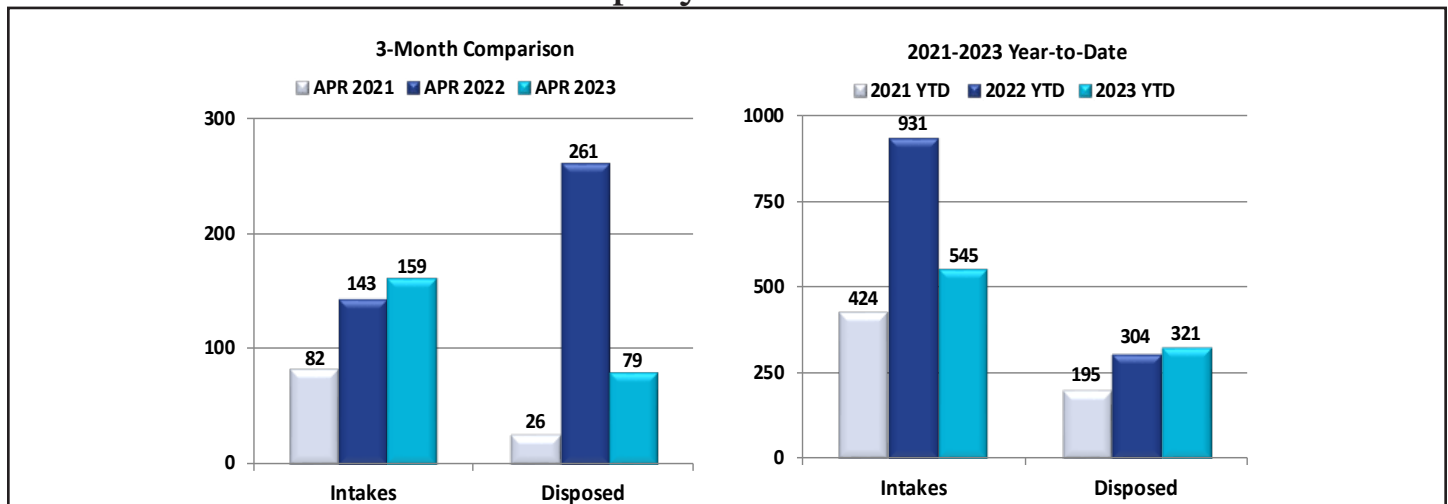
- 100 percent - animal bites
- 85 percent - animals at large
- 74 percent - barking calls
- 71 percent - cruelty/welfare
- 75 percent - wildlife
- 99 percent - follow-up/other*

*Note: ACU responds/assists on other departmental-call types, including additional patrol-related calls for service.

Investigations Case Reports (2021-2023 Year-to-Date)



Property & Evidence



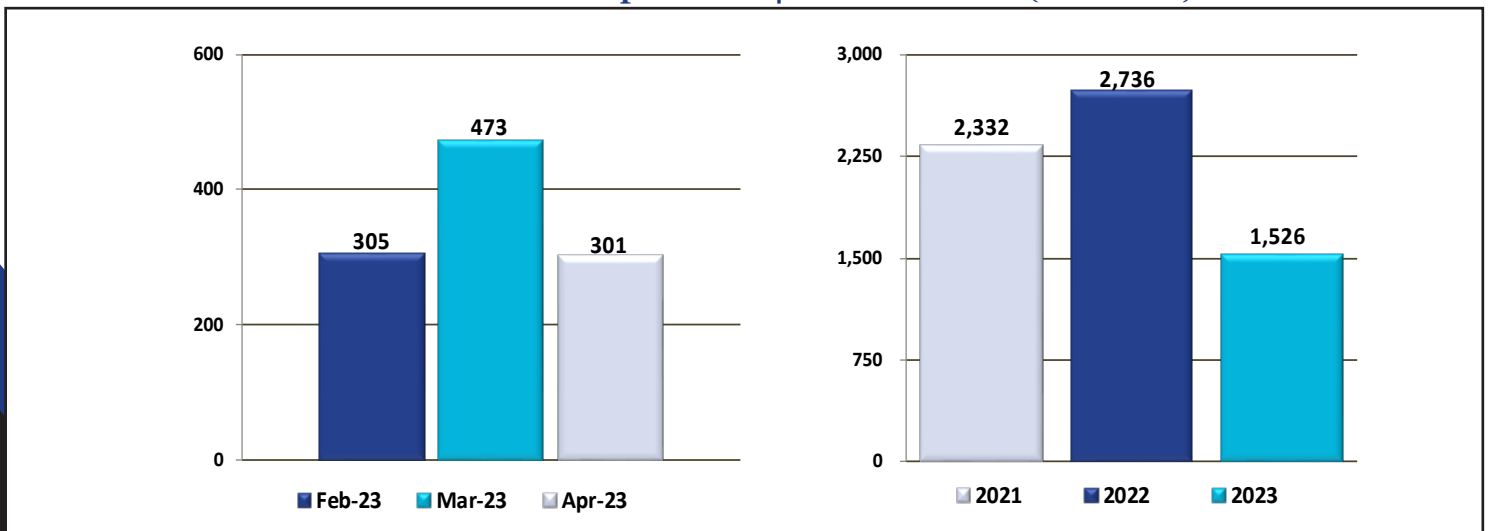
Priority 4: Future Growth (continued)

Records Unit

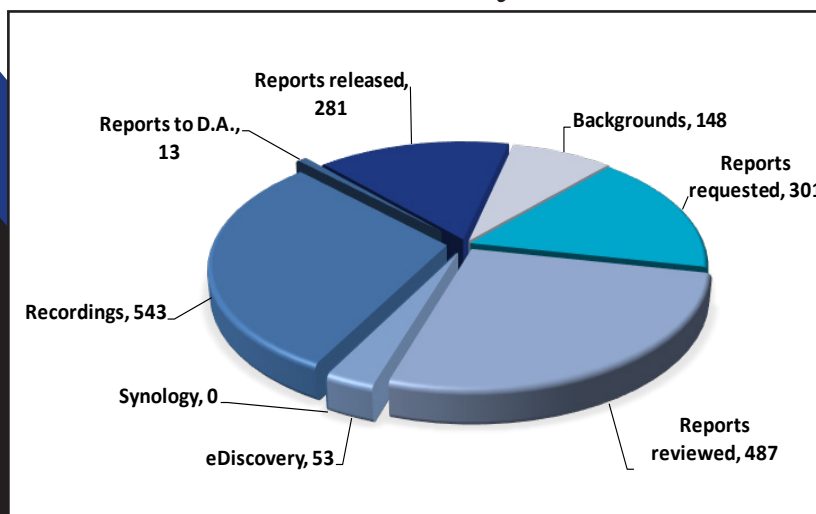
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
APR 2023	148	301	487	53	0	543	13	281
APR 2022	90	584	570	87	1	1,188	1	552
% Change 2022-2023	64%	-48%	-15%	-39%	-100%	-54%	1200%	-49%
3-YR MO. AVG.	107	575	569	58	2	1,141	4	549

* 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 APR	2022 APR	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	6	35	69.1	905	886	2%
CPTED (Crime Prevention)	2	0	1.9	38	34	12%
R-U-OK	0	9	1.6	35	33	6%
Total Activity	8	44	75.3	1,011	986	3%

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 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Explorer Unit	251	128	150.7	576	960	-40%
Victim Advocates	321	368	463.2	1,420	1,636	-13%
Volunteers in Policing (CSVs, Admin)	30	42	104.7	108	233	-54%
Total	602	538	718.6	2,104	2,829	-26%

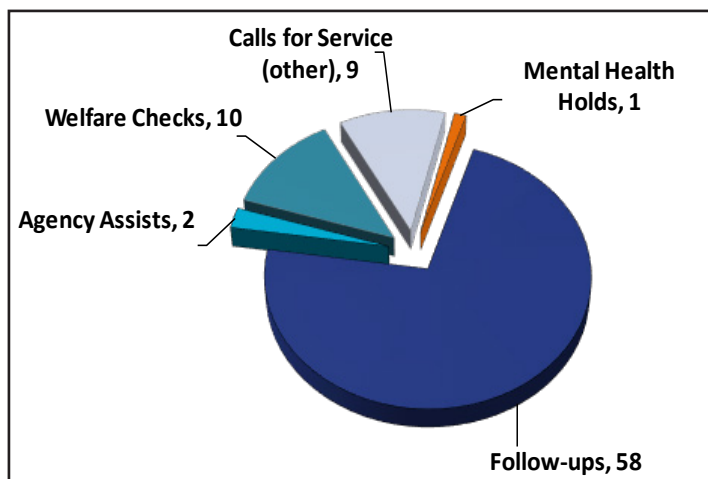
Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
APR 2023	Facebook	Twitter	Nextdoor	Instagram
Followers	19,080	4,462	38,760	3,731
Number of Posts	26	9	10	17
Total Viewer Engagement	39,997	99	20,595	2,559
	Police		Town	
Total Call Outs or Incident Response	12		0	
	TOTAL			
Media Inquiries	12			

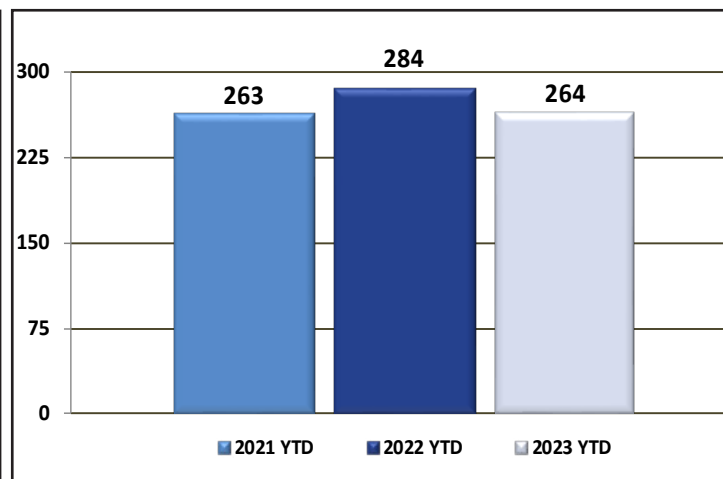
Priority 6: Technology, Equipment & Practices

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 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Total LAP reports completed	9	11	9.9	44	43	2%
High-risk reports	4	4	4.5	20	16	25%

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 APR	2022 APR	3-YR MO. AVG	2023 YTD	2022 YTD	% Change 2022-2023
Reports received	29	36	44	99	117	-15.4%

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
APR	127	68	58	4	3	1	2
MAR	119	55	50	2	0	1	2
YTD*	453	225	196	12	5	4	8

Department Highlights



PIO Temby's Corner Top Social Media Post

April 3, 2023 at 11:30 AM

The Castle Rock Police Department has identified the author of a social media threat directed at area schools. After a thorough investigation, detectives determined the message was created by a juvenile. While this is an active investigation, there is not a danger to our community. Criminal charges against the suspect are pending.

We appreciate our partnership with the Douglas County School District and other local agencies as we work together to create safe and secure environments for Castle Rock's students and their families.



K9 Unit Shogun & Maverick

Patrol Deployments: 4

Officer Gondeck and Maverick were deployed once on a K9 Protect call. Officer Fellows and Shogun deployed on three K9 Protect calls.

Narcotics Deployments: 3

Officer Fellows and Shogun deployed to three vehicle sniffs. Officer Gondeck and Maverick were not deployed on a narcotics deployment. Narcotics / paraphernalia were not located.

Training: 30 hours

Maverick and Officer Gondeck trained 10 hours. Shogun and Officer Fellows trained 20 hours.

Note: Maverick was out of service for two weeks due to surgery.



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.