

*Castle Rock*

***POLICE DEPARTMENT***



***November 2019***

# 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 newly adopted vision and is a unique way of leading and serving people that is central to our mission of providing a safe and secure community. It is why we do what we do, 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**.

*"On October 24, I called the non-emergency line to ask if you guys can send some help to my home to check on my wife. She was home alone, 8 months pregnant, and had our one year old to look after. I was just flying in from a business trip. We got a ring on our video doorbell from someone dressed in all black that she thought looked like someone who could potentially be scoping out our home. She was very afraid. Looking back, the request to send help was more paranoia/anxiety driven than actual danger.*

*Now, that you have the back story, we would like to thank the two officers who showed up to check the neighborhood as well as the dispatcher who took my call. It meant a great deal to get some peace of mind despite realizing our request might have been premature.*

*Thank you, from the bottom of our hearts, for what you guys do in our community and to the officers and dispatcher that helped us... Thanks again CR police for keeping our community safe!"*

Joseph K. (11/20/19)

*"Dear Castle Rock Police Department, I am writing this email for all the officers who worked on my [recent] case... For officers Moorhead, Mullineaux, Burns, Fuino, Bennington, M. Whyte, Ives, Watts, A. Whyte and officer deLumeau: I wanted to thank you with all my heart! You have saved mine and my children's lives and sanity by helping to...bring justice! Words can't describe how much that means to me! Thank you from the bottom of my heart! You are the best officers I've ever met and I'm proud I got to know all of you! Thank you for everything you have done! You deserve a huge recognition for your service!"*

S. R. (11/21/19)

During the November snow storm, Detective Lane reached out to one of the Town's elderly citizens knowing she might need something from the store. The citizen happened to be out of the state at this time, but she called to thank Detective Lane for going above and beyond.

Carol M. (11/7/19)



# Message from the Chief



Welcome to the Castle Rock Police Department's Monthly Report. The format of the 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

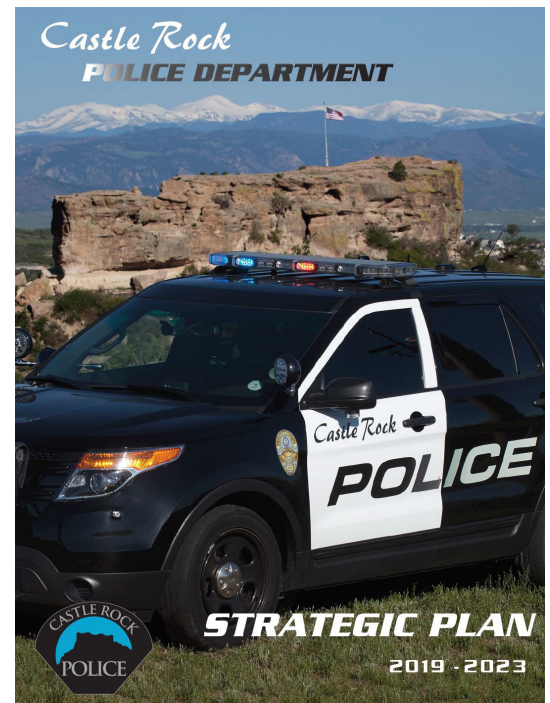
Priority 2: Traffic Safety

Priority 3: Employees

Priority 4: Prepare for Future Growth

Priority 5: Community Policing and Partnerships

Priority 6: Technology, Equipment and Training



Read the entire [CRgov.com/PDplan](https://www.crgov.com/PDplan)

# Priority 1: Crime

Goal 1: Maintain or reduce the crime rate and provide a sense of safety and security

Response Times					
Priority 1 Calls Only	2019 NOV	# of Calls	2019 YTD	2018 YTD	2017 Benchmark
Dispatch to Arrival	6.17	74	5.31	5.11	5.56

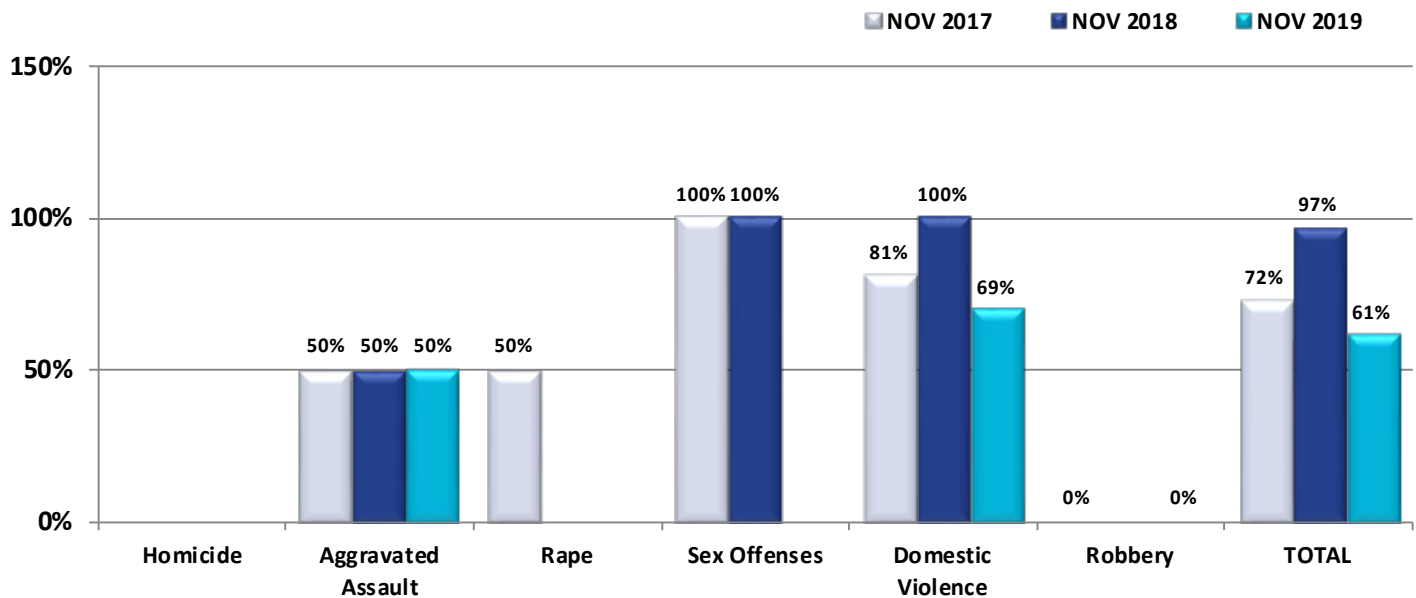
Persons Crime					
Crime Offense	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Homicide	0	0	0	0%	0
Rape	0	8	11	-27%	15
Sex Offenses	0	18	22	-18%	38
Domestic Violence	13	169	246	-31%	256
Aggravated Assault	4	11	15	-27%	16
Robbery	1	4	2	100%	9
<b>Total Persons Crimes</b>	<b>18</b>	<b>210</b>	<b>296</b>	<b>-29%</b>	<b>334</b>
Property Crime					
Crime Offense	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Burglary	9	81	96	-16%	107
Fraud/Forgery	8	392	255	54%	125
Motor Vehicle Theft	10	61	64	-5%	55
Theft from Motor Vehicle	0	62	49	27%	47
Theft	52	575	506	14%	548
Vandalism	26	304	299	2%	343
<b>Total Property Crimes</b>	<b>105</b>	<b>1,475</b>	<b>1,269</b>	<b>16%</b>	<b>1,225</b>
<b>TOTAL ALL CRIMES (Person/Property)</b>	<b>123</b>	<b>1,685</b>	<b>1,565</b>	<b>8%</b>	<b>1,559</b>

# Priority 1: Crime (continued)

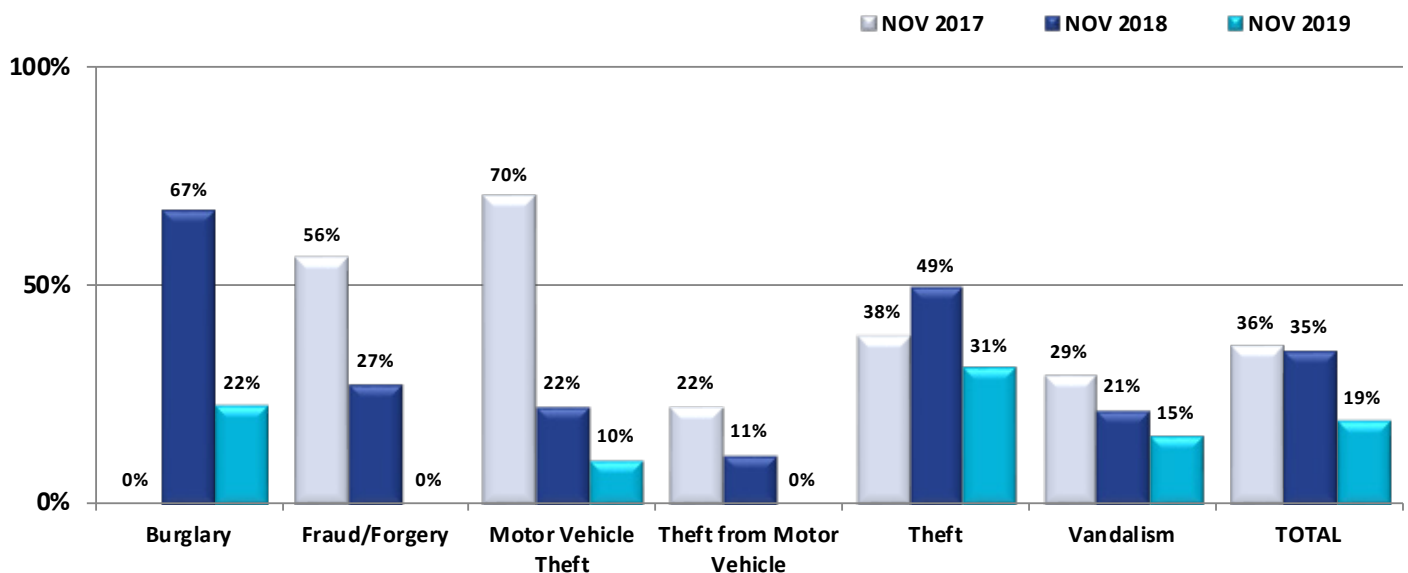


**Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders**

## Persons Crime Clearance Rates (2017-2019 Year-to-Date Comparison)



## Property Crime Clearance Rates (2017-2019 Year-to-Date Comparison)



\*Please note the offenses shown above with no data reflect zero incidents for that specific offense. The offenses displaying 0% reflect incidents had occurred during the month; 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

Victims Assistance Unit (VAU)					
Activity	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Cases assigned - Staff Advocates	13	235	291	-19%	223
Cases assigned - Volunteer Advocates	8	114	128	-11%	143
Total cases assigned	21	349	419	-17%	366
Total victims served	74	663	872	-24%	578
Total office hours	8	57	161	-65%	411
Total call out hours	16	223	243	-8%	222

In November, volunteers were invited to tour the property and evidence storage for Douglas County. Special thanks to Lisa DeMoulin, CRPD's property and evidence technician, who stayed late, provided a tour, and presented an inside look into the collection and retention of evidence. Later in the month, the Victim Assistance Unit spent a few hours collecting turkeys at King Soopers to benefit local families.



### Volunteer Spotlight

Victim Advocate Kelly Zellen has a passion for helping those around the community. After completing the Citizens Police Academy, she found herself wanting to help bring together law enforcement and the community. Her compassion and empathy for others led her to the Victims Assistance Program where she graduated from the VA Academy in October 2019. She is a native to Colorado and resides in Castle Rock with her family. Her hobbies include CrossFit, mountain biking, reading and baking.



VA Kelly Zellen

# Priority 2: Traffic Safety



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

Traffic Crashes					
Crash Type	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Fatality	0	0	1	-100%	1
Injury	2	36	25	44%	44
Non-Injury	65	747	820	-9%	743
<b>Traffic Crash Total</b>	<b>67</b>	<b>783</b>	<b>846</b>	<b>-7%</b>	<b>788</b>
Traffic Enforcement					
Traffic Type	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Driving Under the Influence (DUI)	9	88	112	-21%	158
Traffic Citations Departmentwide					
Call Type	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Traffic Tickets Issued	68	1,500	1,622	-8%	1,595
Written Warnings	201	2,220	3,208	-31%	3,875
<b>Total Traffic Stops</b>	<b>388</b>	<b>5,738</b>	<b>6,197</b>	<b>-7%</b>	<b>6,988</b>

Note: Total traffic stops includes municipal and state traffic stops.



# 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
2019	9	79	0.114	113.6%
2018	4	75	0.053	29.8%
2017	3	73	0.041	-41.6%
2016	5	71	0.070	-5.6%
2015	5	67	0.075	61.7%
2014	3	65	0.046	-40.0%
2013	5	65	0.077	n/a
Training Hours				
Topics	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019
<b>Total Hours</b>	<b>287</b>	<b>8,211.7</b>	<b>9,061.2</b>	<b>-9.38%</b>
Types of Trainings			Total Hours: 287	
External training			128	
Arrest control			98	
Firearms training			48	
Firearms qualification			11	
Mini-skills training			2	

Accomplishments / Recognition				
Type	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019
Compliments	7	59	53	11%
Recognition / Awards	9	72	56	29%



# Priority 4: Prepare for Future Growth



**Goal 1: Monitor Townwide population growth estimates**

**Goal 2: Monitor Police Department workload**

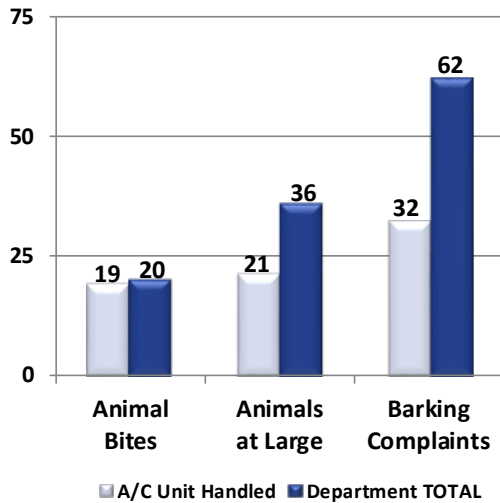
**Goal 3: Evaluate an efficient method of delivering service to newly developed areas**

Calls for Service (CFS)					
Calls for Service (CFS) Per officer / Per 1st Responder	2019 NOV 77 OFC /53	2019 YTD 77 OFC /53	2018 TOTAL 75 OFC/ 51	2017 TOTAL 73 OFC / 52	2017 Benchmark Monthly Estimate
CFS TOTAL, includes self-initiated (SI)	4,968	63,960	64,366	66,605	n/a
CFS, excludes self-initiated (SI)	1,890	22,938	23,413	23,895	6,367
Per 1,000 citizens	n/a	319.03	337.85	364.81	n/a
CFS per officer, excludes SI	n/a	290.35	312.17	327.33	n/a
CFS per 1st Responder, excludes SI	n/a	432.79	459.08	459.52	n/a
Communication Unit					
Dispatch Times for Calls for Service (excluding self-initiated)	2019 NOV	2019 YTD			
Average Call Receipt to Dispatch Time (min)	4.18	4.44			

Downtown Liaison Officer (DLO)				
Call Type	DLO 2019 NOV	DLO 2019 YTD	DLO 2018 YTD	% change 2018 - 2019
Parking Enforcement/CFS	345	1584	1515	4.6%
Parking Warnings	116	515	601	-14.3%
Parking Tickets	101	656	775	-15.4%
Counter Accident Reports	2	87	78	11.5%
VIN Verifications	7	325	397	-18.1%

# Priority 4: Future Growth (continued)

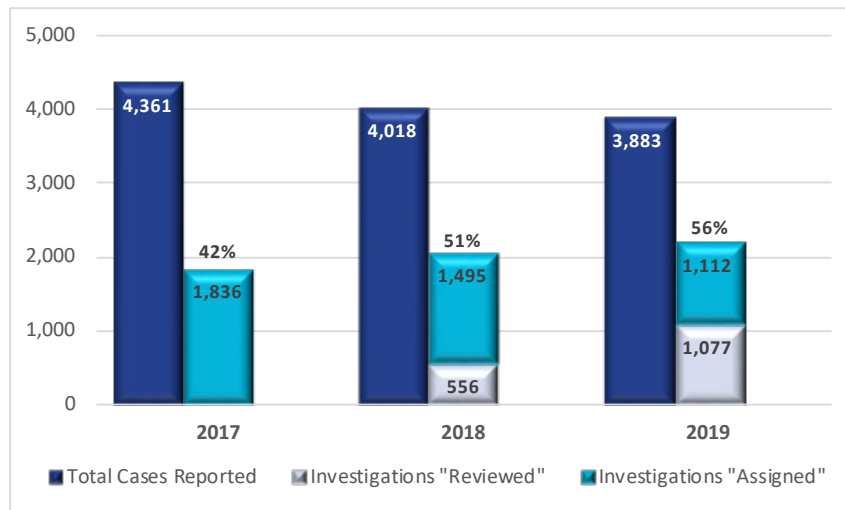
## Animal Control Response Comparison NOV. 2019



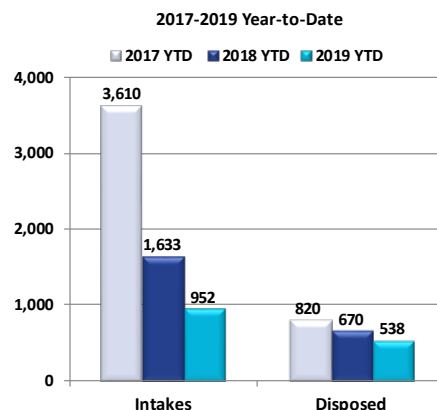
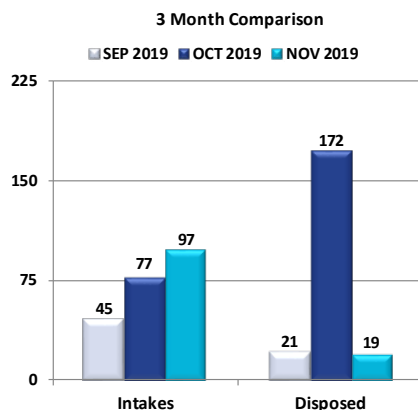
The ACU handled:

- 95 percent of animal bites
- 58 percent of animals at large
- 52 percent of barking complaints

## Investigations Case Reports (2017-2019 Year-to-Date)



## Property & Evidence



# Priority 4: Future Growth (continued)

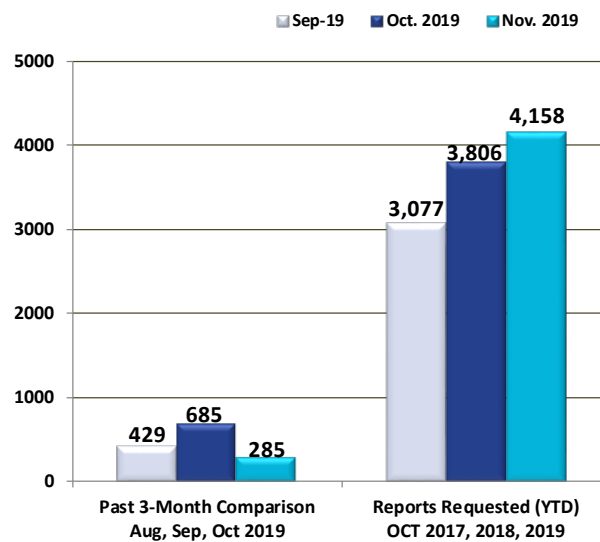


## Records Unit

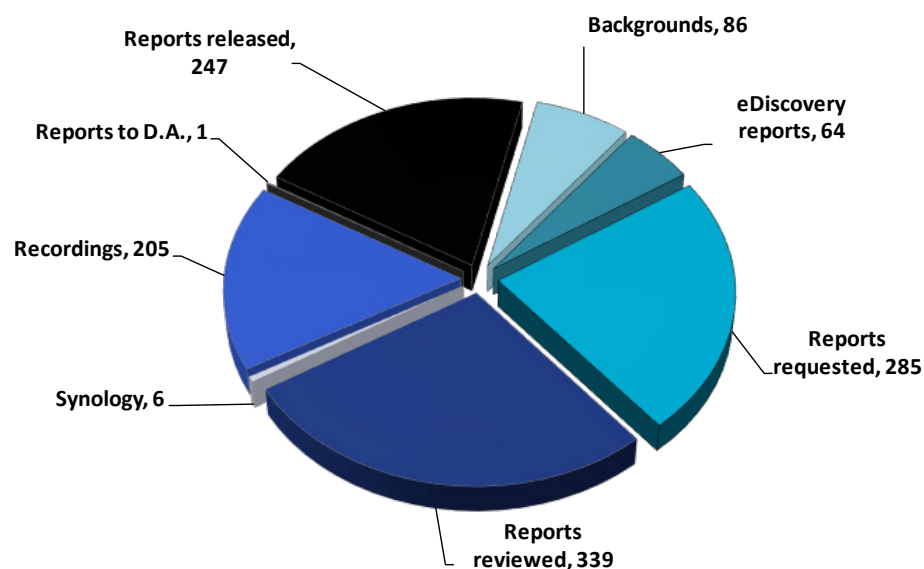
Monthly Workload	Backgrounds	eDiscovery reports	Reports requested	Reports reviewed	Synology	Recordings	Reports to D.A.	Reports released
NOV 2019	86	64	285	339	6	205	1	247
NOV 2018	76	65	314	288	4	285	6	247
% change 2018-2019	13.2%	-1.5%	-9.2%	17.7%	50.0%	-28.1%	-83.3%	0.0%

Note: There may be slight variances in statistics due to a revised tracking process.

## Reports Requested Comparison Three-Month and Year-to-Date (2017-2019)



## Records Unit Workload NOV. 2019



# Priority 5: Community Policing & Partnerships

## Goal 1: Community engagement through outreach and education

Crime Prevention Programs				
Running Program Types	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019
Crime Free Multi-Housing	0	21	29	-27.6%
Crime Free Self-Storage	0	6	0	n/a
Rock Watch	25	422	72	486.1%
CPTED (Crime Prevention)	1	8	0	n/a
<b>Total</b>	<b>26</b>	<b>457</b>	<b>101</b>	<b>n/a</b>
Volunteer Hours				
Units' Hours	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019
Explorer Unit	191	2,461	3,223	-23.6%
Interns	24	92	85	8.2%
Victim Advocates	490	5,093	4,853	4.9%
VIPS-Community Safety Vol.	278.5	3,184.5	2,598	22.6%
VIPS-Admin & Investigative	83.8	603.3	256.8	134.9%
<b>Total</b>	<b>1,067.3</b>	<b>11,433.8</b>	<b>11,015.8</b>	<b>3.8%</b>
Upcoming Special Events				
Type	Date	Time	Location	
Christmas Eve	12/24	noon-5pm	Town offices closed	
Christmas Day	12/25	all day	Town offices closed	
New Year's Day	1/1	all day	Town offices closed	

## Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)			
2019 NOV	Facebook	Twitter	Next Door
Total Audience	10,258	1,660	25,001
Number of Posts	47	13	13
Engagement Percentage	40%	46%	33%

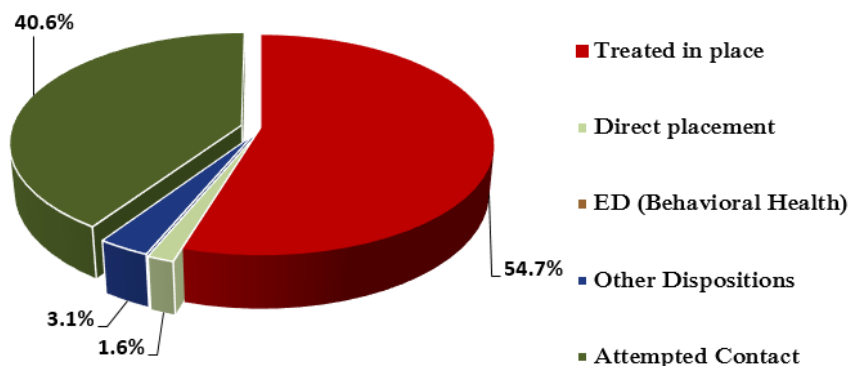
# Priority 6: Technology, Equipment & Practices



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

Community Response Team (CRT)				
Type	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019
Mental Health Holds	0	45	37	21.6%
Follow-ups	61	535	474	12.9%
Agency Assists	2	22	36	-38.9%
Calls for Service (other)	22	301	497	-39.4%
<b>Total Calls for Service</b>	<b>85</b>	<b>903</b>	<b>1,044</b>	<b>-13.5%</b>

**Major Dispositions (CRT)  
NOV. 2019**



Domestic Violence Lethality Assessment Program (LAP)				
Type	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019
Total LAP reports completed	9	129	139	-7%
High Risk	4	67	69	-3%

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](http://LethalityAssessmentProgram.org)

ePoliceReporting				
Type	2019 NOV	2019 YTD	2018 YTD	% change 2018 - 2019
Online reports received	22	224	235	-4.7%



# Department Highlights

## K9 Unit

### Ronin & Officer Thompson and Shogun & Officer Fellows

#### Patrol Deployments: 9

Officer Thompson and Ronin deployed six times and were utilized on various building searches, tracks, and officer protection incidents while encountering violent offenders. Officer Fellows and Shogun deployed three times (two K9 protect and one track deployment).

#### Narcotics Deployments: 8

Officer Thompson and Ronin also deployed eight times for use in narcotics detection. Ronin alerted to two different vehicles, producing 2.46 grams of methamphetamines and two felony arrests.

#### Training: 158 hours



Officer Thompson & Ronin



Officer Fellows & Shogun



K9 Unit patrolling during the Town's fireworks show at Starlighting

## Awards Presented in November

### One-By-One Policing Award



Sergeant Ratcliff & Chief Cauley

### One-By-One Policing Award



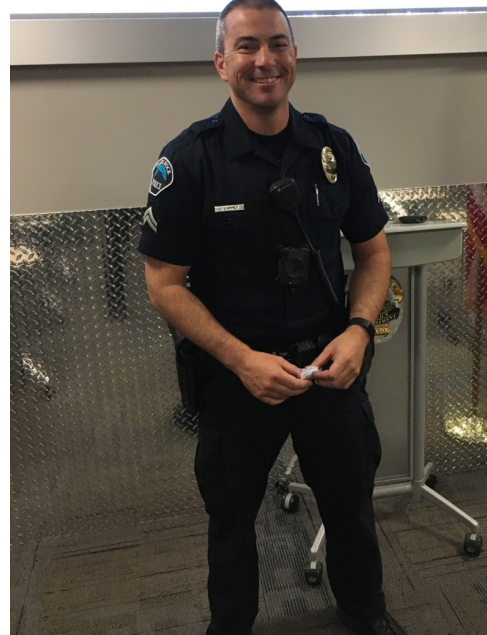
Sergeant Grafner

### One-By-One Policing Award



Officer Watts

### Police Achievement Award



Corporal Carney

## ***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.