

Castle Rock

POLICE DEPARTMENT



December 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**.

"I contacted CRPD at 11:45 AM today in reference [to] an intoxicated female at Safeway's gas station off Plum Creek Pkwy and Perry St. She was very intoxicated and trying to get into cars, clearly making all the patrons uncomfortable. The clerk looked very nervous. Your officer arrived promptly and immediately and professionally contacted the female and handled the situation as needed in a calm manner. Once he was there, everything felt calm and under control. I didn't remain to see the entire situation unfold but wanted to let you know that we the citizens appreciate you."

Brian B. 12/19/19

"Last night, I ran out of gas. An officer checked on me and parked behind me with his lights on to keep me safe. He was so kind and pleasant. He gave the kids stickers and shined his flashlight to wear we could see the gas nozzle. What could have been an awful situation was better because one of your officers served and protected me."

Katie M. 12/12/19

During the holiday season, the department was appreciative of all the delicious snacks, kind notes, and donations sent by our citizens and business owners.

Words cannot express our gratitude of this community's outpouring of support and well wishes! Below are just a few examples.



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

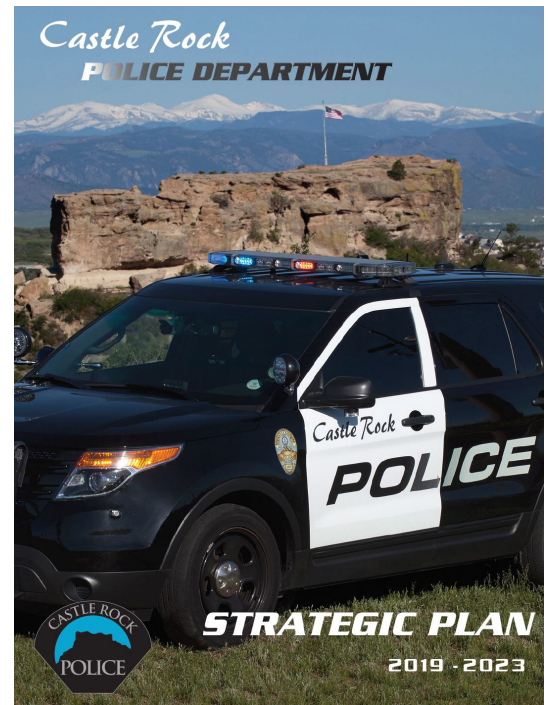
New York Times bestselling author Simon Sinek presented Chief Jack Cauley with the 2018 Igniter of the Year award at the Dec. 17 Town Council meeting. Each year Sinek presents the award to the person who has taken his vision and run with it, building upon it and making it better. Someone who ignites the

spirit in other people, creating the spark and turning it into a flame.

"The Igniter of the Year Award is given to the person who takes my work and uses it, without any guidance or help, embraces the work and uses it to transform the culture and the lives of the people around them," said Sinek in the award presentation to Cauley. "Your officers, your staff and your community are better off, thanks to you."



Congratulations, Chief Cauley!



Read the entire [CRgov.com/PDplan](https://www.castlerockgov.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 DEC	# of Calls	2019 YTD	2018 YTD	2018 Benchmark
Dispatch to Arrival	5.34	98	5.68	5.13	5.23

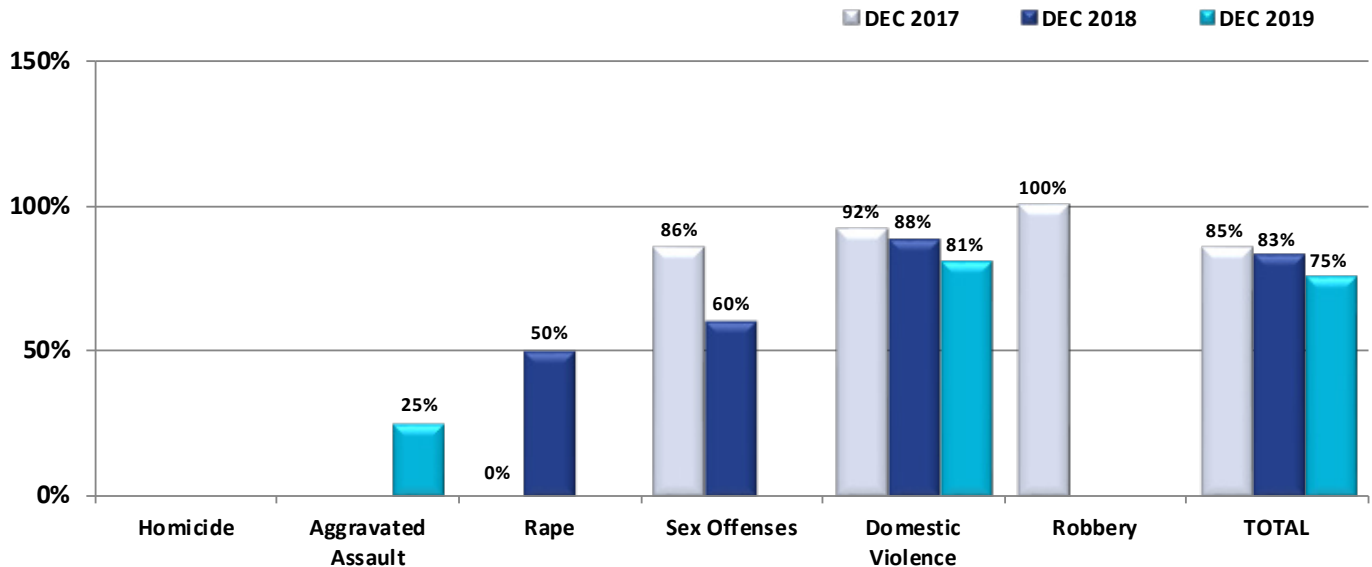
Persons Crime					
Crime Offense	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Homicide	0	0	0	n/a	0
Rape	0	8	13	-38%	17
Sex Offenses	0	19	27	-30%	45
Domestic Violence	36	205	280	-27%	280
Aggravated Assault	4	13	15	-13%	16
Robbery	0	4	2	100%	10
Total Persons Crimes	40	249	337	-26%	368
Property Crime					
Crime Offense	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Burglary	18	99	97	2%	115
Fraud/Forgery	6	413	288	43%	139
Motor Vehicle Theft	7	66	67	-1%	58
Theft from Motor Vehicle	2	64	55	16%	52
Theft	72	647	568	14%	613
Vandalism	32	337	322	5%	378
Total Property Crimes	137	1,626	1,397	16%	1,355
TOTAL ALL CRIMES (Person/Property)	177	1,875	1,734	8%	1,723

Priority 1: Crime (continued)

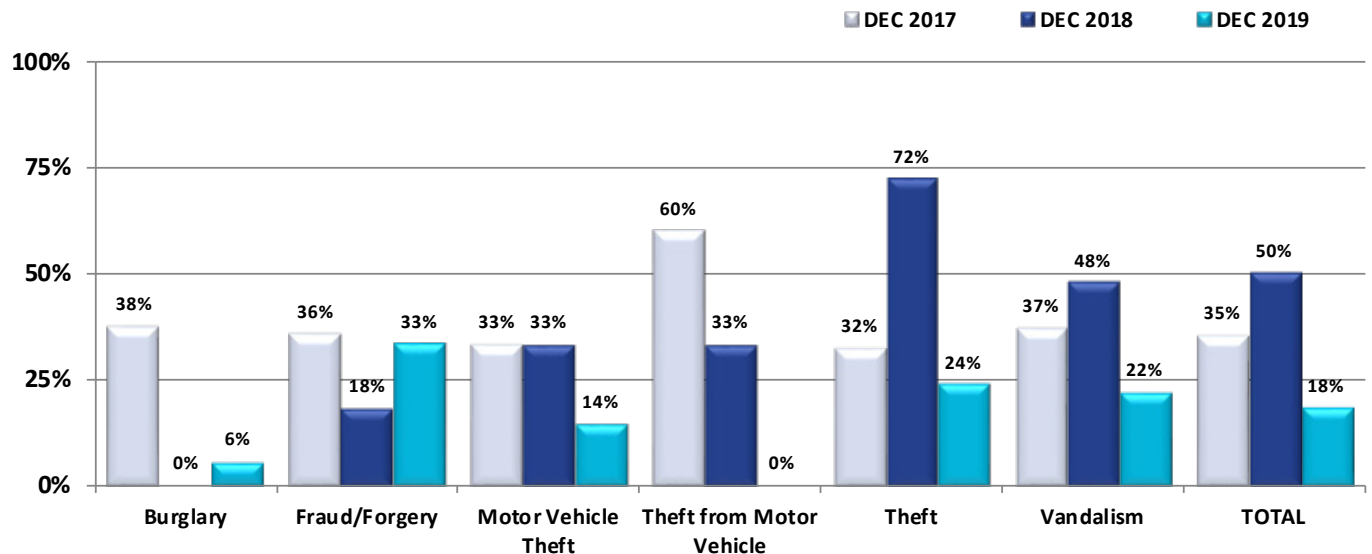


Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

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 DEC	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Cases assigned - Staff Advocates	17	252	291	-13%	251
Cases assigned - Volunteer Advocates	9	123	128	-4%	153
Total cases assigned	26	375	419	-11%	404
Total victims served	58	721	872	-17%	656
Total office hours	0	57	161	-65%	435
Total call out hours	9	232	243	-5%	245

The Victim Assistance Team closed out the year with our annual holiday appreciation dinner at Castle Café. We shared stories, had some laughs, and good cheer. Members of the team volunteered for Santa's Second Chance and Heroes and Helpers in addition to their assigned shifts for the month.

Volunteer Spotlight: Abbie Hoffbauer

Abbie is a Colorado native who loves the small town atmosphere of Castle Rock. She is a licensed social worker who has worked in child welfare at both El Paso and Jefferson counties, as well as in domestic adoption for a local agency. Abbie was recently hired as the case manager for the Youth Crisis Response Team in the Douglas County School system. She enjoys being able to serve her community and become more well-rounded professionally along the way. Her hobbies include reading, cuddling her two rescue pups, hiking, and playing board games with friends.



Commander Gorman (left), VAC Lewis (Center) and our Victim Assistance Unit



VA Volunteer Hoffbauer

Priority 2: Traffic Safety



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

Traffic Crashes					
Crash Type	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Fatality	0	0	2	-100%	2
Injury	1	37	25	48%	45
Non-Injury	81	828	910	-9%	847
Traffic Crash Total	82	865	937	-8%	894
Traffic Enforcement					
Traffic Type	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Driving Under the Influence (DUI)	8	95	119	-20%	167
Traffic Citations Departmentwide					
Call Type	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019	2017 YTD
Traffic Tickets Issued	67	1,568	1,699	-8%	1,644
Written Warnings	181	2,402	3,439	-30%	3,990
Total Traffic Stops	443	6,181	6,674	-7%	7,258

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 DEC	2019 YTD	2018 YTD	% change 2018 - 2019
Total Hours	388.5	9,516	9,449	0.71%
Types of Trainings			Total Hours: 388.5	
Arrest control			51.00	
Miscellaneous			2.25	
Driving			17.00	
External			210.25	
Firearms qualification			33.00	
Firearms			56.00	
Mini-skills			19.00	

Accomplishments / Recognition				
Type	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019
Compliments	3	62	53	17%
Recognition / Awards	2	74	57	30%

Priority 4: Prepare for Future Growth



Goal 1: Monitor Townwide population growth estimates

Goal 2: Monitor Police Department workload

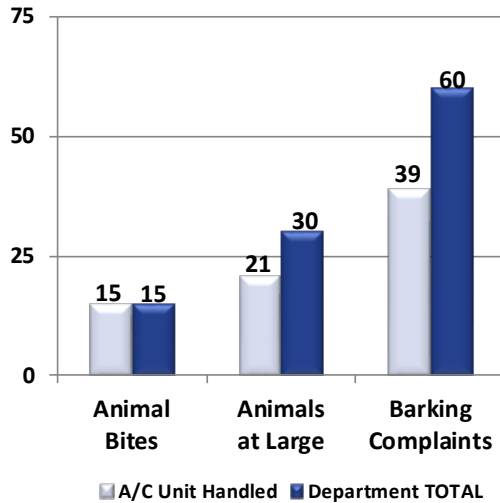
Goal 3: Evaluate an efficient method of delivering service to newly developed areas

Calls for Service (CFS)					
Calls for Service (CFS) Per officer / Per 1st Responder	2019 DEC 79 OFC /53	2019 YTD 79 OFC /53	2018 TOTAL 75 OFC/ 51	2017 TOTAL 73 OFC / 52	2018 Benchmark Annual Average
CFS TOTAL, includes self-initiated (SI)	5,274	69,234	69,450	71,699	n/a
CFS, excludes self-initiated (SI)	2,137	25,075	25,360	26,105	73,221
Year-to-Date (Per 1,000 citizens)		348.7	365.9	398.5	442.7
CFS per officer, excludes self-initiated		317.4	338.1	357.6	319.2
CFS per 1st Responder, excludes self-initiated		473.1	497.3	502.0	560.0
Communication Unit					
Dispatch Times for Calls for Service (excluding self-initiated)	2019 DEC	2019 YTD			
Average Call Receipt to Dispatch Time (min)	4.46	4.44			
Average Call Dispatch to Arrival (min)	5.63	5.47			

Downtown Liaison Officer (DLO)				
Call Type	DLO 2019 DEC	DLO 2019 YTD	DLO 2018 YTD	% change 2018 - 2019
Parking Enforcement/CFS	271	1,855	1,607	15%
Parking Warnings	68	583	659	-12%
Parking Tickets	79	735	802	-8%
Counter Accident Reports	0	87	86	1%
VIN Verifications	7	332	429	-23%

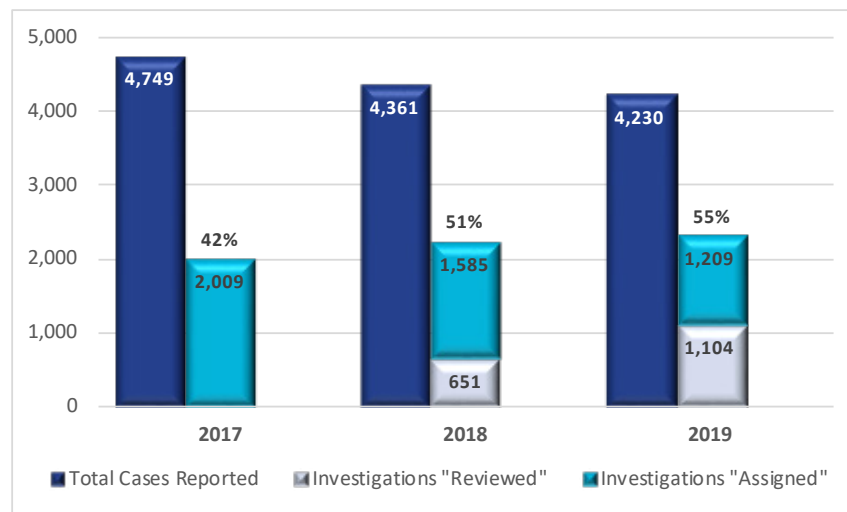
Priority 4: Future Growth (continued)

Animal Control Response Comparison DEC. 2019

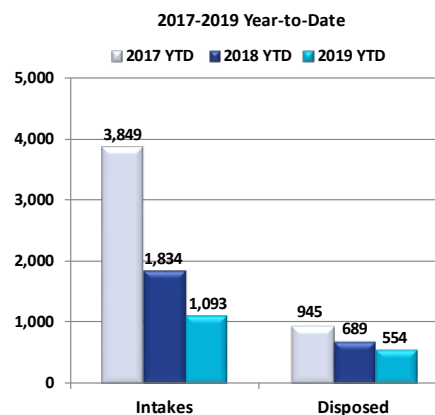
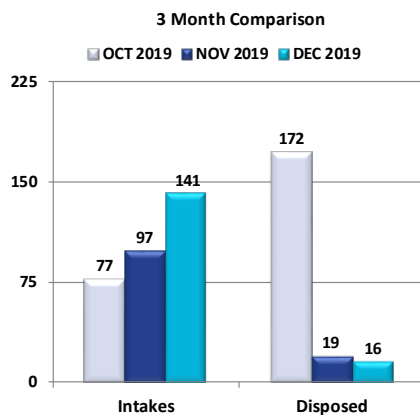


The ACU handled:
 100 percent of animal bites
 70 percent of animals at large
 65 percent of barking complaints

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



Property & Evidence



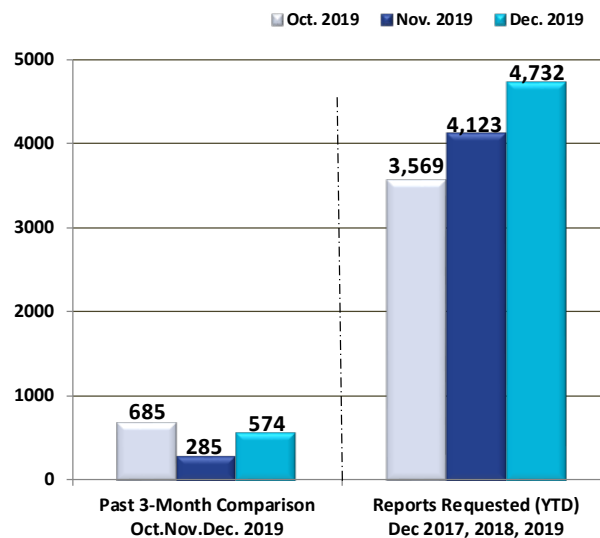
Priority 4: Future Growth (continued)



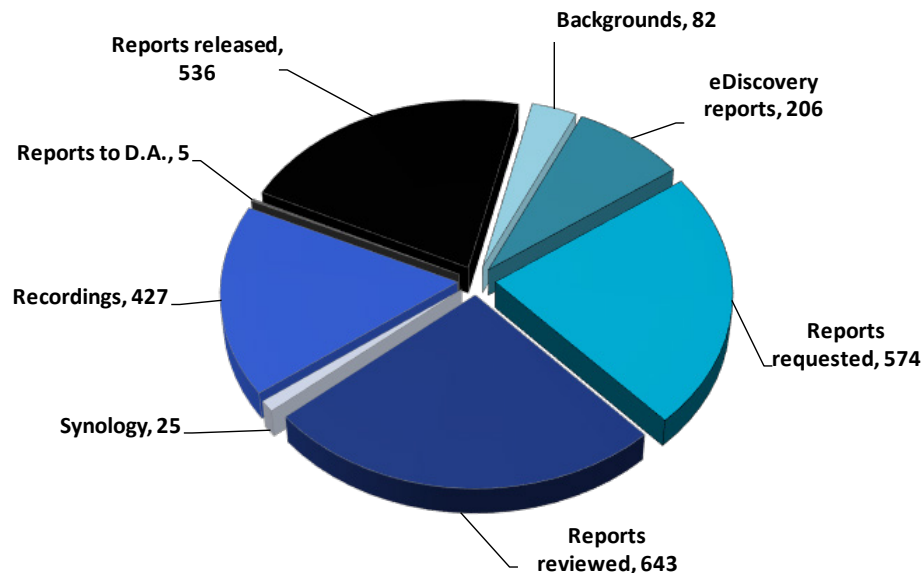
Records Unit

Monthly Workload	Backgrounds	eDiscovery reports	Reports requested	Reports reviewed	Synology	Recordings	Reports to D.A.	Reports released
DEC 2019	82	206	574	643	25	427	5	536
DEC 2018	49	87	317	376	6	338	8	309
% change 2018-2019	67.3%	136.8%	81.1%	71.0%	316.7%	26.3%	-37.5%	73.5%

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



Records Unit Workload DEC. 2019



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention Programs				
Running Program Types	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019
Crime Free Multi-Housing	0	21	20	5.0%
Crime Free Self-Storage	0	6	0	n/a
Rock Watch	22	444	153	n/a
CPTED (Crime Prevention)	1	9	0	n/a
Total Activity	23	480	173	n/a
Volunteer Hours				
Unit Hours	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019
Explorer Unit	188	3,349	2,649	-20.9%
Interns	24	116	121	-4%
Victim Advocates	470	5,563	4,853	15%
VIPS-Community Safety Vol.	271.58	3,479	2,936	18%
VIPS-Admin & Investigative	77	693.5	276.8	150.5%
Total	1,043.8	12,500.5	11,535.8	8.4%

Note of interest: Five explorers assisted with Parker Police Department's (PPD) liquor compliance checks last month. PPD's detective emailed a note of thanks and stated the explorers' performance was outstanding, they demonstrated positive attitudes, and had great work ethics. PPD always appreciates our assistance, and CRPD is proud to send our explorers to work within other agencies.

Goal 2: Optimize communication and marketing programs

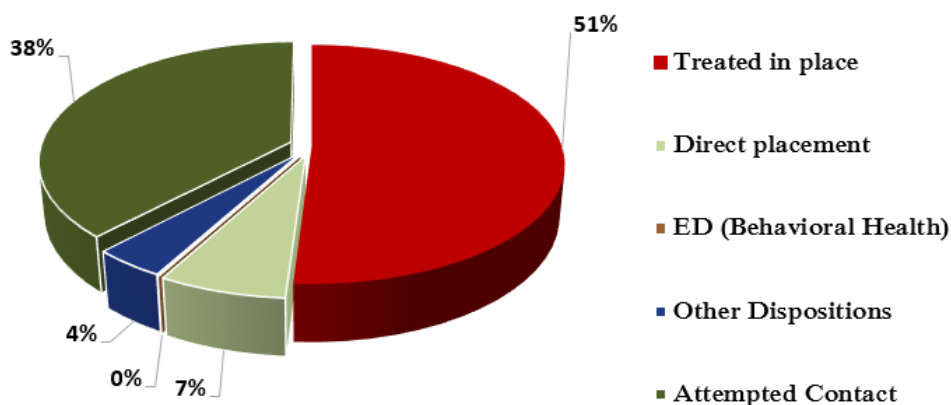
Public Information Officer (PIO)			
2019 DEC	Facebook	Twitter	Next Door
Total Audience	10,354	1,703	25,346
Number of Posts	50	12	12
Total Post Engagements	27,221	58	61,660
	Police	Fire	Town
Call outs/Incident Response	5	1	0
	TOTAL		
Media Inquiries	5		

Priority 6: Technology, Equipment & Practices



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

Community Response Team (CRT)				
Type	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019
Mental Health Holds	3	48	38	26.3%
Follow-ups	37	572	486	17.7%
Agency Assists	3	25	41	-39.0%
Calls for Service (other)	18	319	531	-39.9%
Total Calls for Service	61	964	1096	-12.0%



Domestic Violence Lethality Assessment Program (LAP)				
Type	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019
Total LAP reports completed	9	138	155	-11%
High Risk	3	70	78	-10%

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				
Type	2019 DEC	2019 YTD	2018 YTD	% change 2018 - 2019
Online reports received	20	244	248	-1.6%

The top three 2019 online reports were ID-Theft (50), Lost/Found Property (30), and Criminal Mischief (23). The online reporting system saved: 366 officer hours and approx. \$13,420.

Department Highlights

K9 Unit

Ronin & Officer Thompson and Shogun & Officer Fellows

Patrol Deployments: 6

Both K9 Units were each deployed three times during the month of December.

Narcotics Deployments: 5

Ronin and Thompson also deployed once on a narcotics detection. Officer Fellows and Shogun deployed four times for vehicle narcotics sniffs and seized Heroin.

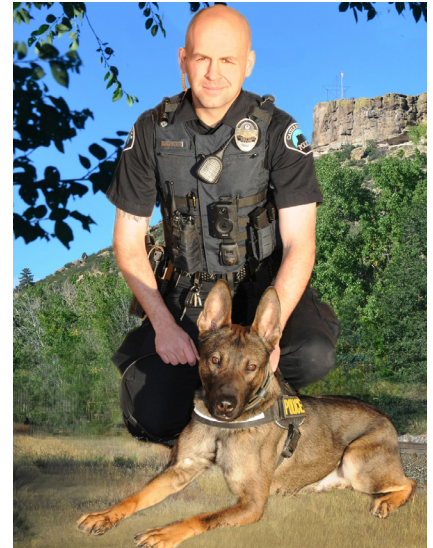
Training: 40 hours

Other notes of interest

In 2007, Home Depot donated materials to construct a K9 agility course on the Town's Utility property. Recently, Utilities Assistant Director Tim Friday, offered to install used AstroTurf on this course (originally covered in rock/gravel and was hard on the dogs' feet). The installation is complete and will be upgraded with lights, which will allow for nighttime training. This K9 agility course "is the only one in existence in the County," said Officer Thompson. The course is also multipurpose and allows Town employees to walk the perimeter during breaks.



Officer Thompson & Ronin



Officer Fellows & Shogun



Improved K9 agility course



Ronin enjoyed meeting the children & Santa at the Heroes and Helpers event

Heroes and Helpers



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.