

Castle Rock

POLICE DEPARTMENT



May 2020

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 mission 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**.

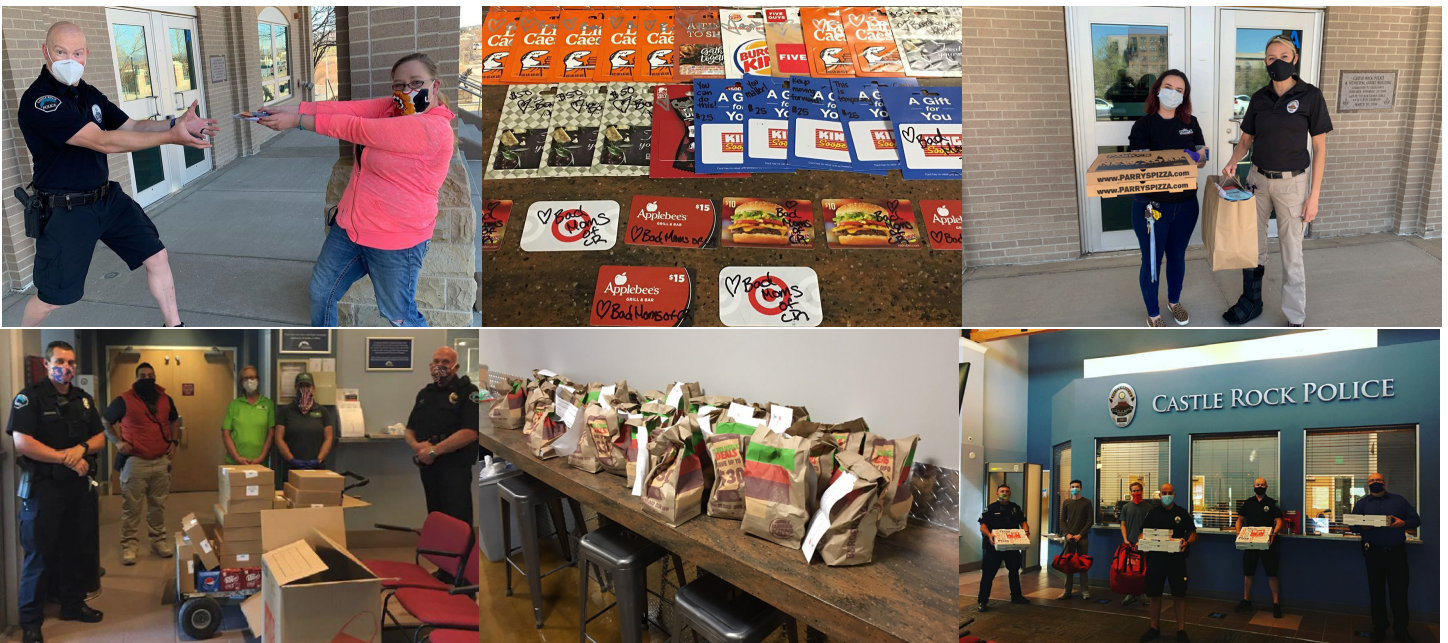
"I reside in Castle Rock. I have had several encounters with [CRPD], which have all been positive. Officer Toliver did an exceptional job helping me and my family during a stressful time of need. He was compassionate, patient, and quite knowledgeable. My family and I feel safe in our community knowing we have such a great PD. To all the great men and women that serve our community, please stay safe and thank you."

Robert B (5/21/2020)

"I am writing you to express my gratitude for the outstanding services of your officers. My mountain bike was stolen from my porch Thursday. Officer Fellows came to my house for the report and had me email him a picture; to my amazement Officer Fellows and Officer Godfrey had the bad guy caught within the hour. These guys actually broke my bike down and brought it back to me themselves. I am so amazed at the care and outstanding service that these gentlemen went out of their way to provide. You guys are the best."

Mark A. (5/16/2020)

Community Thanks and CRPD Appreciation



Message from the Chief



Welcome to the Castle Rock Police Department's May 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

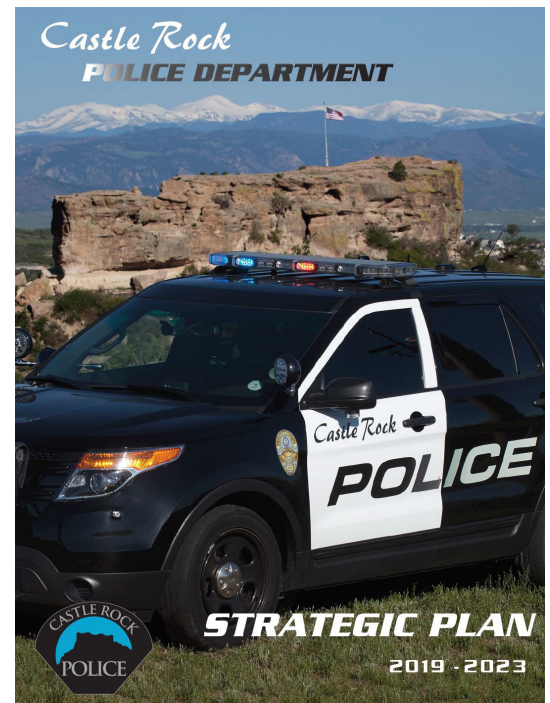
Priority 2: Traffic Safety

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	2020 May	# Of Calls	2020 YTD	2019 YTD	2018 Benchmark
Dispatch to Arrival	5.53	83	5.44	5.31	5.23

***The May response times were revised and are accurate as shown above.**

Persons Crime					
Crime Offense	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Homicide	0	0	0	0%	0
Rape	1	5	5	0%	8
Sex Offenses	1	3	12	-75%	12
Domestic Violence	29	80	70	14%	108
Aggravated Assault	8	15	3	400%	5
Robbery	0	1	0	0%	2
Total Persons Crimes	39	104	90	16%	135

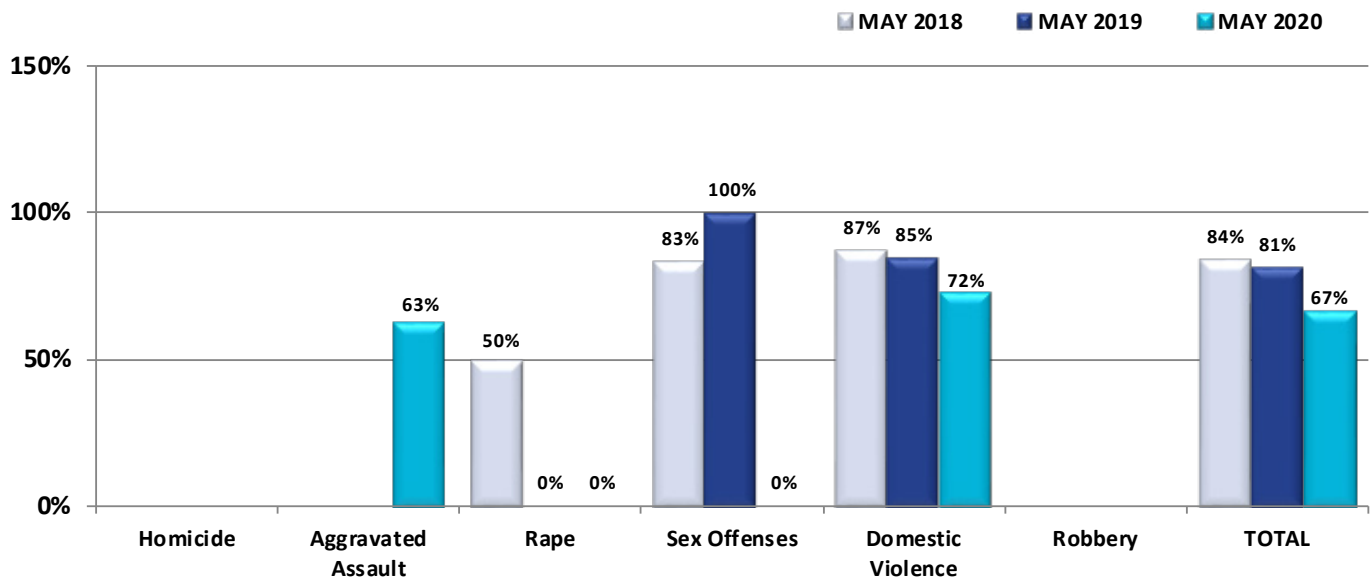
Property Crime					
Crime Offense	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Burglary	2	27	30	-10%	42
Fraud/Forgery	11	142	231	-39%	81
Motor Vehicle Theft	12	29	24	21%	19
Theft from Motor Vehicle	3	50	43	16%	16
Theft	60	248	275	-10%	229
Vandalism	20	117	121	-3%	123
Total Property Crimes	108	613	724	-15%	510
TOTAL ALL CRIMES (Person/Property)	147	717	814	-12%	645

Priority 1: Crime (continued)

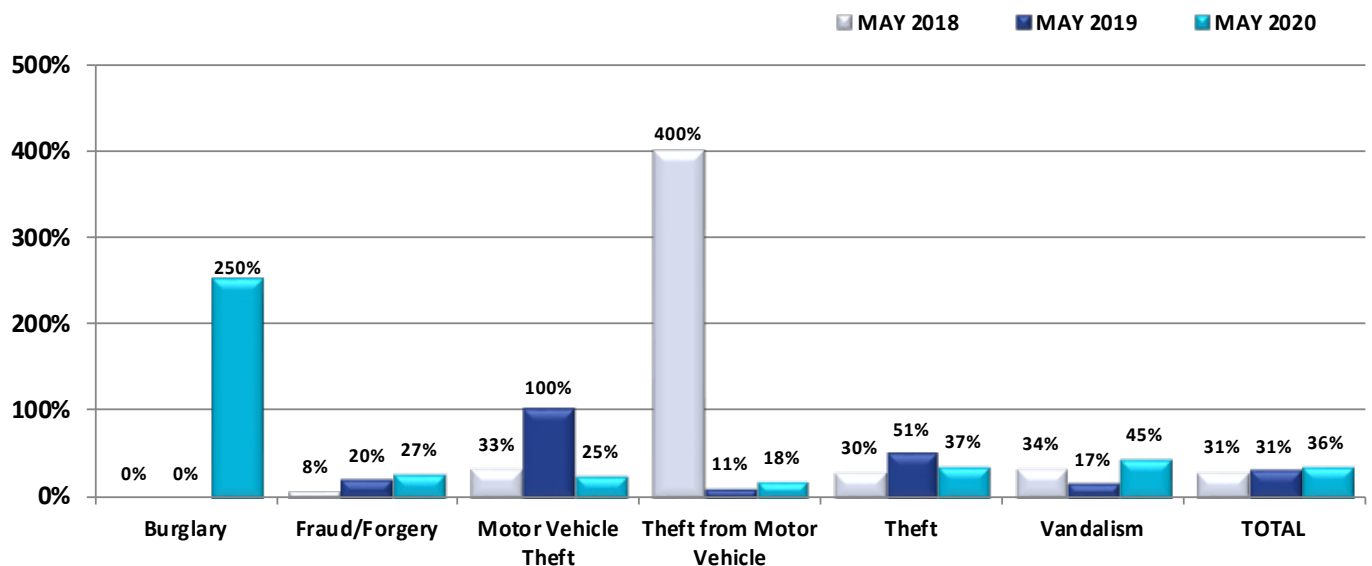


Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

Persons Crime Clearance Rates (2018-2020 Year-to-Date Comparison)



Property Crime Clearance Rates (2018-2020 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 May; 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	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Cases assigned - Staff Advocates	22	111	119	-7%	117
Cases assigned - Volunteer Advocates	17	50	52	-4%	55
Total cases assigned	39	161	171	-6%	172
Total victims served	64	268	316	-15%	326
Total office hours	0	0	21	-100%	116
Total call out hours	7	36	120	-70%	82

CRPD Victims Assistance Unit

Jennifer Walker, from the Crisis Center, was our guest speaker at this month's Zoom volunteer meeting. Ms. Walker provided an update on their center's new modified services, due to COVID-19. Additionally, she instructed on how to connect with people on the phone who are experiencing trauma and offered suggestions on informed care. The information was helpful and well received as volunteers continue to provide phone services as opposed to responding to the scene. Volunteers are appreciative of the careful and planned steps in terms of safety amidst the State's Safer at Home orders and look forward to providing services in person when permitted.



Priority 2: Traffic Safety



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

Traffic Crashes					
Crash Type	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Fatality	0	0	0	0%	1
Injury	0	12	15	-20%	13
Non-Injury	49	256	336	-24%	390
Traffic Crash Total	49	268	351	-24%	404
Traffic Enforcement					
Traffic Type	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Driving Under the Influence (DUI)	6	39	43	-9%	54
Traffic Citations Departmentwide					
Call Type	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Traffic Tickets Issued	148	617	851	-27%	580
Written Warnings	97	810	1,206	-33%	1,403
Total Traffic Stops	675	2,591	2,811	-8%	2,556

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
2020	4	80	0.05	-56.1%
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	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020
Total Hours	712	2,202	3,439	-35.9%
Types of Trainings			Total Hours: 712	
External			6	
Designated Marksman Officer			24	
In-service			682	
Accomplishments / Recognition				
Type	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020
Compliments	5	45	25	80%
Recognition / Awards	0	4	41	-90%

Priority 4: Prepare for Future Growth



Goal 1: Monitor Townwide population growth estimates

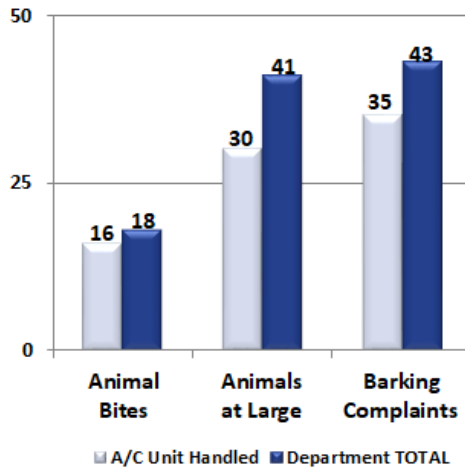
Goal 2: Monitor Police Department workload

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					2020 May 80 OFC /53	2020 YTD 80 OFC /53	2019 TOTAL 79 OFC/ 51	2018 TOTAL 75 OFC / 52	2018 Benchmark Monthly Estimate
CFS TOTAL, includes self-initiated (SI)					5,825	28,273	30,394	29,445	N/A
CFS, excludes self-initiated (SI)					2,086	9,314	9,775	10,396	6,102
Year-to-Date (Per 1,000 citizens)						129.1	136.0	158.7	36.9
CFS per officer, excludes self-initiated						116.4	123.7	138.6	26.6
CFS per 1st Responder, excludes self-initiated						169.3	175.7	203.8	46.7
Communication Unit									
Dispatch Times for Calls for Service (excluding self-initiated)					2020 MAY	2020 YTD	2019 TOTAL	% Change 2019-2020	
Average Call Receipt to Dispatch Time (min)					3.64	3.90	4.04	-3.46%	
Average Call Dispatch to Arrival (min)					5.69	5.45	5.31	2.78%	
Answer Time - Communication Incoming Phone Calls									
Incoming Calls	Total	<5 secs.	6-10 secs.	>10 secs		Total YTD	<5 secs.	6-10 secs.	>10 secs
911 Calls	555	465	83	7		2,325	1,879	412	34
Percentage		83.8%	98.7%				80.8%	98.5%	
Admin	6,476	5,665	704	107		28,374	24,157	3,628	589
Percentage		87.5%	98.3%				85.1%	97.9%	
Downtown Liaison Officer (DLO)									
Call Type					DLO 2020 May	DLO 2020 YTD	DLO 2019 YTD	% Change 2019 - 2020	
Parking Enforcement/CFS					12	942	469	100.9%	
Parking Warnings					0	272	254	7.1%	
Parking Tickets					0	385	168	129.2%	
Counter Accident Reports					1	7	60	-88.3%	

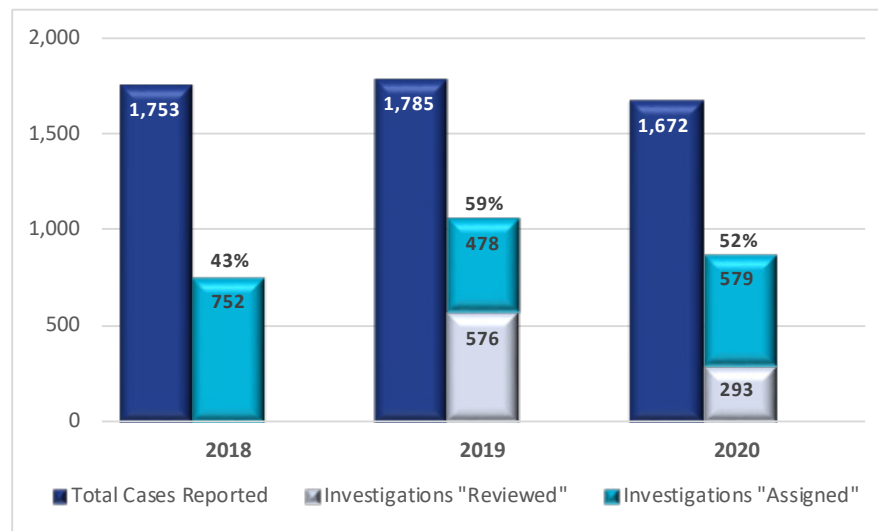
Priority 4: Future Growth (continued)

Animal Control Response Comparison May 2020

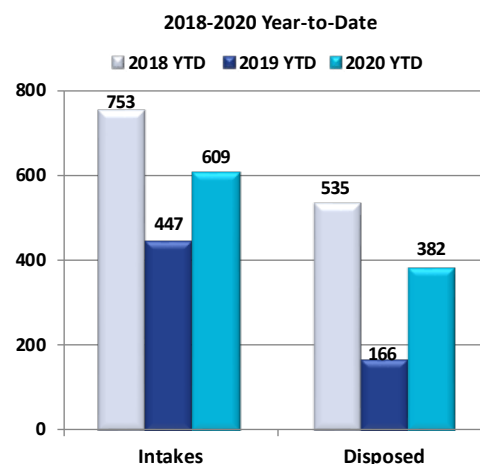
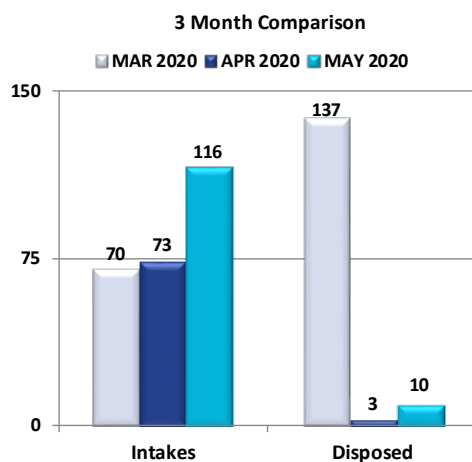


The ACU handled:
 89 percent of animal bites
 73 percent of animals at large
 81 percent of barking complaints

Investigations Case Reports (2018-2020 Year-to-Date)



Property & Evidence



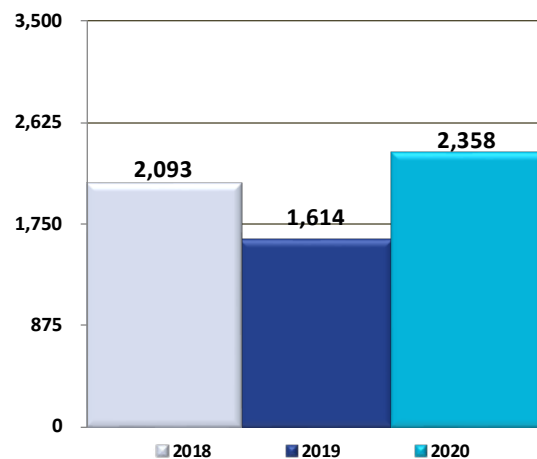
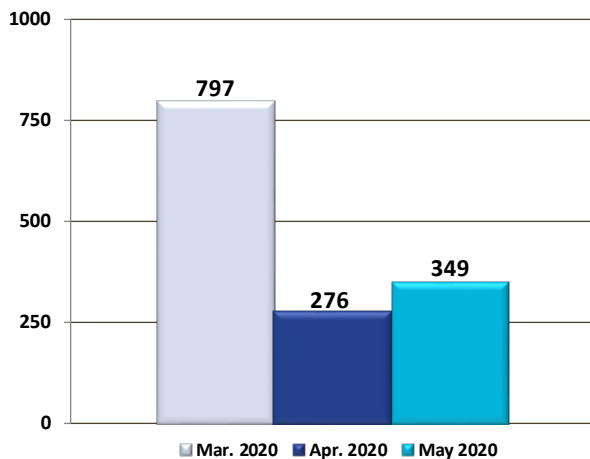
Priority 4: Future Growth (continued)



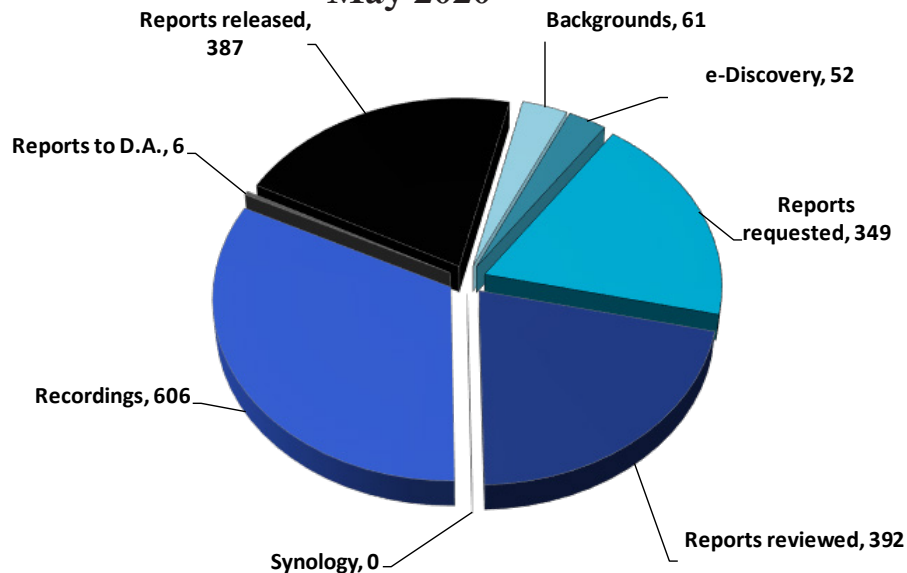
Records Unit

Workload	Backgrounds	eDiscovery reports	Reports requested	Reports reviewed	Synology	Recordings	Reports to D.A.	Reports released
May 2020	61	52	349	392	0	606	6	387
May 2019	104	39	293	321	4	151	7	282
% Change 2019-2020	-41.3%	33.3%	19.1%	22.1%	-100.0%	301.3%	-14.3%	37.2%

Reports Requested Three-May Comparison Year-to-Date (2018-2020)



Records Unit Workload May 2020



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention Programs				
Running Program Types	2020 May	2020 YTD	2019 Year-End	% Change 2019 - 2020
Crime Free Multi-Housing	0	23	21	9.5%
Crime Free Self-Storage	0	6	6	0.00%
Rock Watch	13	695	444	56.5%
CPTED (Crime Prevention)	0	11	9	22.22%
Total Activity	13	735	480	53.13%
Volunteer Hours				
Unit Hours	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020
Explorer Unit	24.5	450	1,135	-60.4%
Interns	0	0	0	N/A
Victim Advocates	455	2159	2,549	-15.3%
VIPS-Community Safety Vol.	0	546	1,273	-57.1%
VIPS-Admin & Investigative	0	281	153	83.7%
Total	479.5	3,436.0	5,110.0	-32.8%

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
May 2020	Facebook	Twitter	Nextdoor	Instagram
Followers	11,786	2,235	27,516	1,386
Number of posts	64	10	5	25
Total Engagement	37,059	840	13,455	3,294
	Police		Town	
Call outs/Incident Response	4		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)				
Call Type	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020
Mental Health Holds	5	12	19	-36.8%
Follow-ups	49	253	235	7.7%
Agency Assists	3	11	42	-73.8%
Welfare Checks	4	18	33	-45.5%
Calls for Service (other)	35	117	125	-6.4%
Total Calls for Service	96	411	454	-9.5%

CRT Dashboard (May 2020)



Domestic Violence Lethality Assessment Program (LAP)				
Call Type	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020
Total LAP reports completed	14	48	51	-6%
High Risk	7	25	25	0%

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](https://www.lapassess.org/)

ePoliceReporting				
Online Reports	2020 May	2020 YTD	2019 YTD	% Change 2019 - 2020
Online reports received	33	127	78	62.8%

Department Highlights

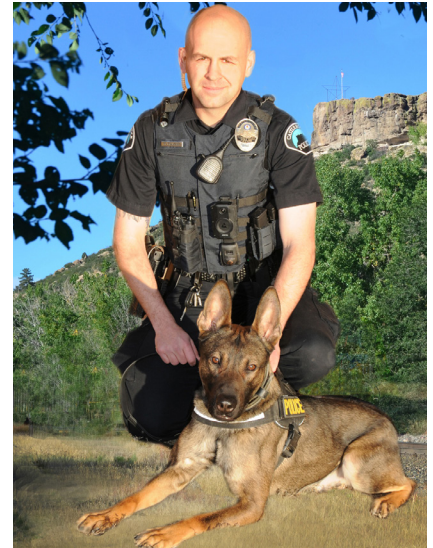
K9 Unit

Shogun & Officer Fellows

Notes of interest

Castle Rock Police Department's K9 Shogun received a donation of body armor (bullet and stab protective vest) thanks to a charitable donation from non-profit organization Vested Interest in K9s, Inc. K9 Shogun's vest was embroidered with the sentiment "Born to Love-Trained to Serve-Loyal Always".

Vested Interest in K9s, Inc., established in 2009, is a 501(c)(3) charity whose mission is to provide bullet and stab protective vests and other assistance to dogs of law enforcement and related agencies throughout the United States. This potentially lifesaving body armor for four-legged K9 officers is made in the USA, custom fitted, and NIJ certified. Since its inception, Vested Interest in K9s, Inc. has provided over 3,867 vests to K9s in all 50 states at a value of \$6.9 million, made possible by both private and corporate donations.



Officer Fellows & Shogun



Shogun's new body armor

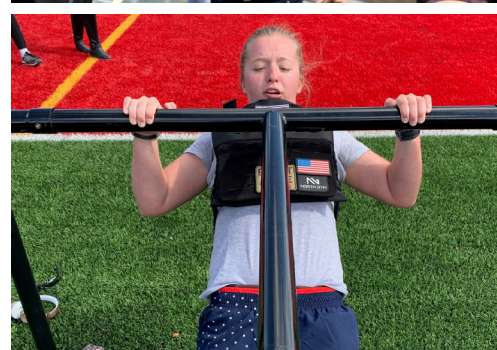
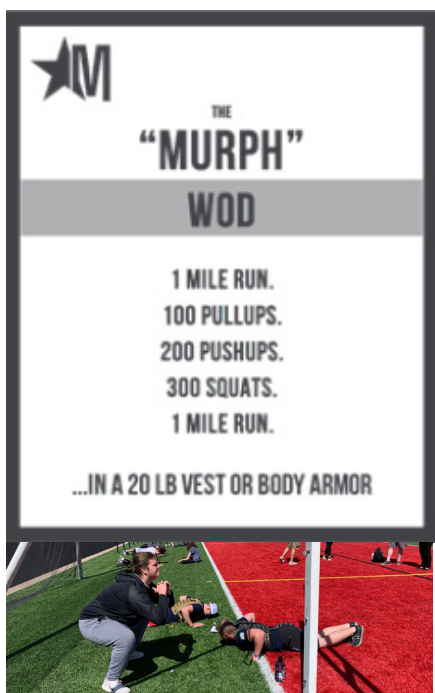
May Happenings



Senior Walk-By Parade at Brookside

Explorer Unit

with Officer Lane and Officer Thompson



During Memorial Day, the Explorer Unit completed the Murph Challenge in less than 1.5 hours at Castle View High School

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.