

Castle Rock

POLICE DEPARTMENT



October 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**.

"We wanted to say thank you for all y'all do! We pray all the time for you and your beloved families! We are so proud of y'all! Blessings!"

Pennington Family (10/28/20)

"Sgt. Claton, I wanted to personally thank you for your professionalism and compassion you expressed in delivering the news to me that I had lost my [family member]. Your kindness will not be forgotten. [VA Wallace], I sincerely can not thank you enough for your compassion that was shown towards me during [this time]. Your guidance and staying with me for as long as you did made things somewhat easier for me to deal with my loss. I enjoyed our conversation and again was comforting in so many ways."

D.B. (10/28/20)

I wanted to send you a note to commend Officer Bredehoeft for her help and professionalism when our car completely died at Castle Rock's busiest intersection this past week. She was friendly, patient, and protected us in busy traffic as we waited for the tow truck.

I recognize that those who serve day in and day out are under scrutiny like never before, and I thought it was important to send a note of thanks and encouragement for having an officer that is a great representative of the police department. We are appreciative of you and your team for the protection that you provide.

Eleanor B. (10/13/20)

"We would like to provide a compliment for Officer Toliver in handling our case. He was incredibly professional, personable, thorough and a great representative of the Castle Rock Police Department. He took the time to fully notate our case and give the kids trading cards and showed true partnership with his community. He truly deserves commendation for doing a great job and providing excellent service."

Johnanneses Family (10/10/20)

"Both of these officers [Jakubik & B. Schuster] came to my house regarding a missing person... She was later found relatively safe. These officers did a great job. Got everything taken care of. You all do a great job 99.9% of the time, if not more."

John S. (10/27/20)

"Hi Chief Cauley, [our director] shared with our department how CRPD was cited as an example of excellence during the International Association of Chiefs of Police annual conference. I am so proud of CRPD, both as a Town employee and also as a Town resident. Your Department is truly outstanding, and our Town is unbelievably blessed to have such an amazing group of men and women serving our community. Keep up the excellent work, and kudos to all!"

Bethany D. (10/26/20)

"Shout out to Michelle, [Officer O'Donnell], and [Clinician Younger-Qualls] for their work on a tough case yesterday! They coordinated a visit to a client...Michelle said that [the officer and clinician] were awesome to work with and really helpful to have on scene..."

It sounded like a crazy situation! Michelle also said the client thanked [everyone] over and over on the way back. She said, thank you isn't enough for what you have done for me today, there should be a bigger better word than that, you saved me, thank you. Great work!"

Mike M. (10/22/20)

"To my new friends in records! Thank you for all the help and guidance. Thank you for such pleasant attitudes at such a difficult time. You've all been a blessing to me. Thank you." (The Records Unit also received a lovely bouquet of flowers.)

Pamela W. (10/13/20)

"Thank you to Officer Stark for being absolutely wonderful, keeping me calm-during a very stressful time, and following me back to my home, where my dog was found."

Donna T. (10/8/20)

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

"This officer [Fellows & Shogun] made our day on Friday! My kids were so excited to see a police officer driving by through the apartment complex and he pulled over and was so nice and took the time to talk to my kids about safety and even gave them a stuffed animal! My kids couldn't stop smiling. I am so grateful for people like him. Thank you to him and the entire police force!"

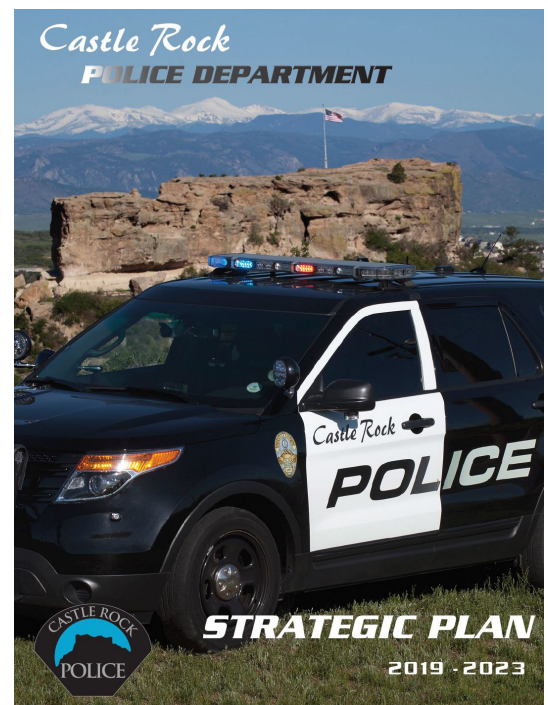
Laurel P. (10/4/20)

"How fortunate we are to live in America where we have the best Police force ever. A million thanks for your help [Sgt. Claton] in retrieving our GMC car keys on Saturday 10/3 at H & M Transmission Services in Castle Rock. Thank Heaven we saw you right in the area and you came to our rescue. Just want to compliment you for your attention to our problem and thank you again for your help. You were wonderful and we always appreciate police officers for all that they do for American citizens."

Hal & Joyce (10/3/20)

"I wanted to thank the department and the person who creates the monthly reports. It is extremely informational with the goals and statistics provided, yet I commend all the work to add the nice comments from the public (at the beginning of the report) and the photo collage at the end. I plan to contact our Golden Police Chief to ask if they might contact you for the design software in order to create something like this for Golden PD. Thank you!"

Brian from Golden (10/9/20)



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

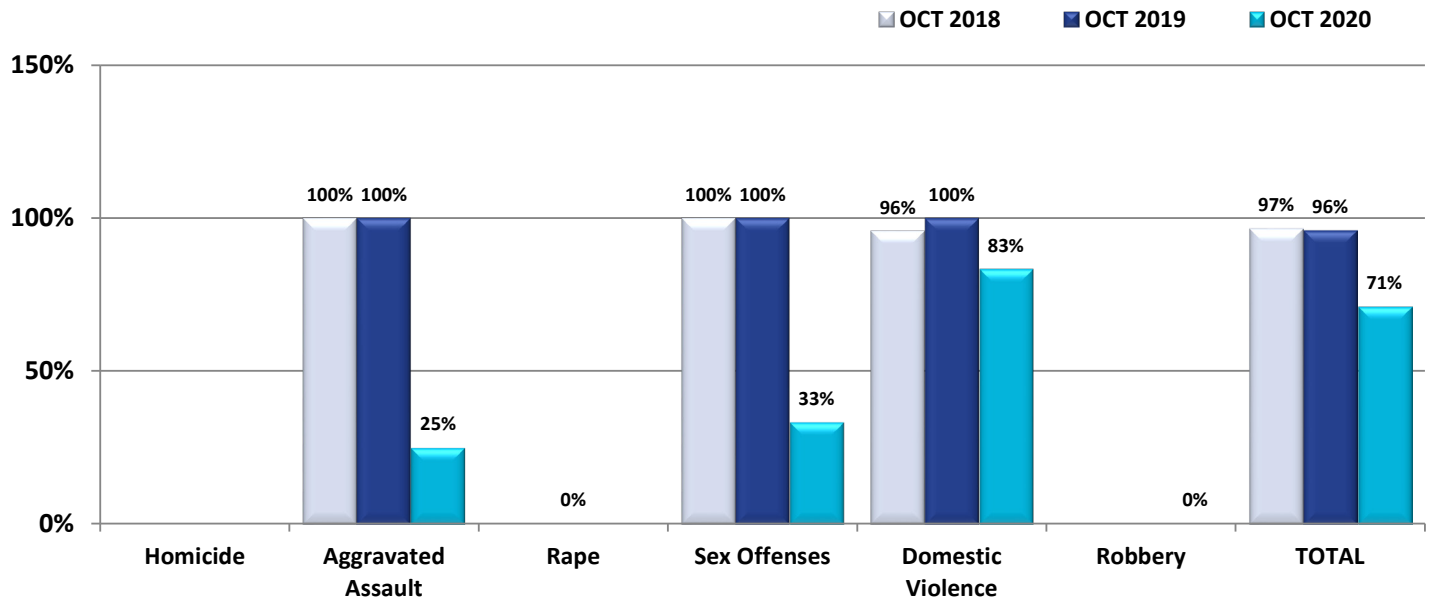
Persons Crime					
Crime Offense	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Homicide	0	0	0	0%	0
Rape	0	6	10	-40%	11
Sex Offenses	3	14	20	-30%	21
Domestic Violence	30	156	154	1%	213
Aggravated Assault	4	22	9	144%	13
Robbery	1	2	3	-33%	2
Total Persons Crimes	38	200	196	2%	260
Property Crime					
Crime Offense	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Burglary	10	68	71	-4%	90
Fraud/Forgery	22	216	398	-46%	223
Motor Vehicle Theft	10	73	51	43%	54
Theft from Motor Vehicle	35	237	176	35%	194
Theft	71	572	504	13%	456
Vandalism	43	292	277	5%	269
Total Property Crimes	191	1,458	1,477	-1%	1,286
TOTAL ALL CRIMES (Person/Property)	229	1,658	1,673	-1%	1,546

Priority 1: Crime (continued)

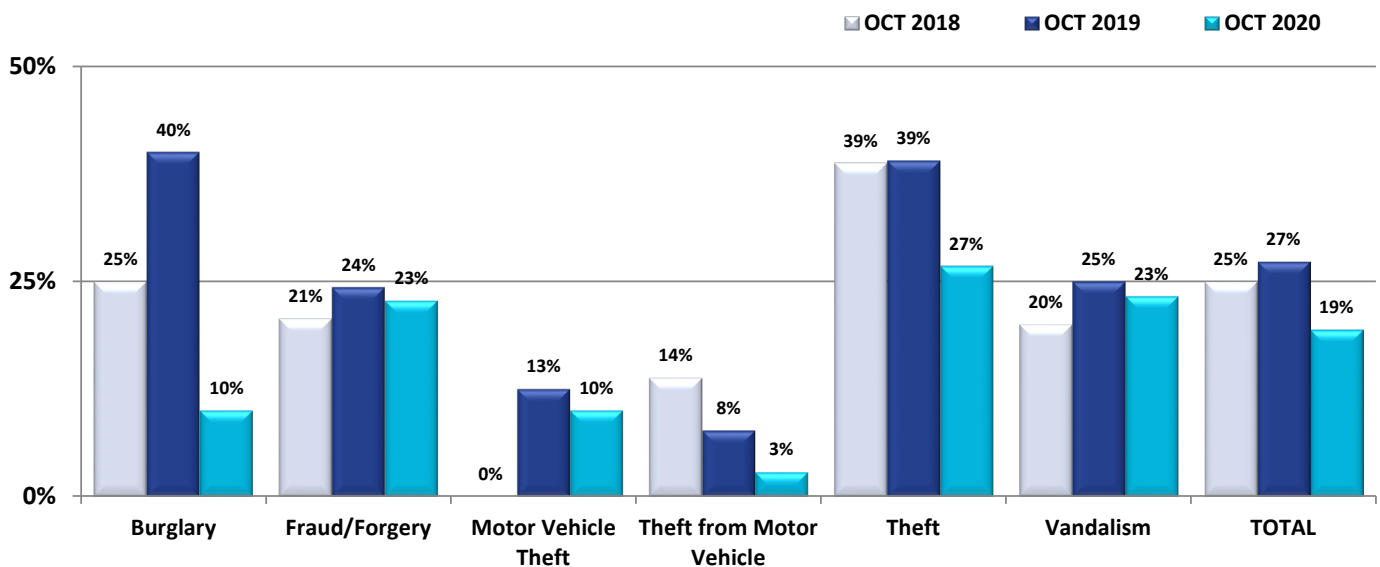


Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

Persons Crime Clearance Rates (2018-2020 Comparison)



Property Crime Clearance Rates (2018-2020 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	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Cases assigned - Staff Advocates	22	212	222	-5%	240
Cases assigned - Volunteer Advocates	8	104	106	-2%	113
Total cases assigned	30	316	328	-4%	353
Total victims served	56	541	589	-8%	737
Total office hours	4	4	49	-92%	161
Total call out hours	21	110	207	-47%	204

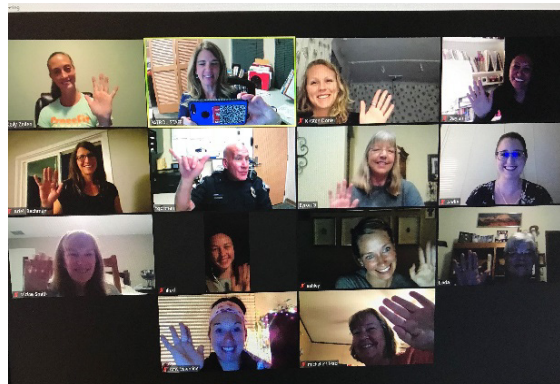
CRPD Victims Assistance Unit

In October, three volunteers graduated the VA Academy. At our monthly Zoom meeting, we welcomed Ariell Bachman, Andie Wommack, and Vickie Smith. Each one will be featured in a volunteer spotlight over the next few months.

Volunteer Spotlight:

Ariell Bachman has lived in Castle Rock for the past three years after moving from Chicago where she was raised and lived most her life.

She loves the small town community as opposed to a big city and can't imagine anywhere she'd rather be. As a 15-year veteran high school English teacher, she loves working with people of all ages and is excited to grow her skills as a volunteer victims advocate. In her free time, she enjoys hiking with her husband and dog, running, reading, and watching movies.



Priority 2: Traffic Safety



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

Traffic Crashes					
Crash Type	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Fatality	0	0	0	0%	1
Injury	1	21	34	-38%	24
Non-Injury	57	546	682	-20%	737
Traffic Crash Total	58	567	716	-21%	762
Traffic Enforcement					
Traffic Type	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Driving Under the Influence (DUI)	10	86	78	10%	105
Traffic Citations Departmentwide					
Call Type	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020	2018 YTD
Traffic Tickets Issued	28	1,093	1,431	-24%	1,479
Written Warnings	162	1,927	2,019	-5%	2,918
Total Traffic Stops	283	4,940	5,349	-8%	5,627

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	8	80	0.100	-12.2%
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 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020
Total Hours	905	6,359	8,690	-26.8%
Types of Trainings			Total Hours: 905	
External			363	
Inservice			514	
Firearms			28	
Accomplishments / Recognition				
Type	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020
Compliments	22	172	52	231%
Recognition / Awards	0	11	63	-83%

Priority 4: Prepare for Future Growth



Goal 1: Monitor Townwide population growth estimates

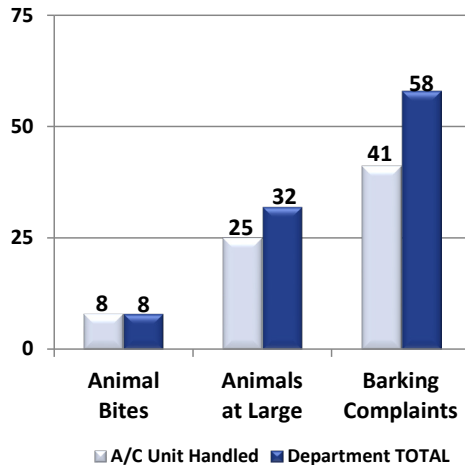
Goal 2: Monitor Police Department workload

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 OCT 80 OFC /53	2020 YTD 80 OFC /53	2019 TOTAL 79 OFC/ 51	2018 TOTAL 75 OFC / 52	2019 Benchmark Monthly Estimate
CFS TOTAL, includes self-initiated (SI)					5,051	54,400	58,986	58,880	N/A
CFS, excludes self-initiated (SI)					2,100	20,212	21,044	21,522	6,307
Year-to-Date (Per 1,000 citizens)					29.1	280.1	292.7	328.6	37.7
CFS per officer, excludes self-initiated					26.3	252.7	266.4	287.0	26.9
CFS per 1st Responder, excl. self-initiated					38.2	367.5	381.4	422.0	47.3
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	510	85.88%	12.75%	1.60%		4927	82.8%	15.3%	1.8%
Admin	5448	86.9%	11.6%	1.5%		57410	85.9%	12.2%	1.8%
Downtown Liaison Officer (DLO)									
Type					2020 SEP	2020 YTD	2019 YTD	% Change 2019-2020	
Parking Enforcement/CFS					268	1,840	1,239	49%	
Parking Warnings					114	775	399	94%	
Parking Tickets					19	452	555	-19%	
Counter Accident Reports					1	19	85	-78%	

Priority 4: Future Growth (continued)

Animal Control Response Comparison October 2020



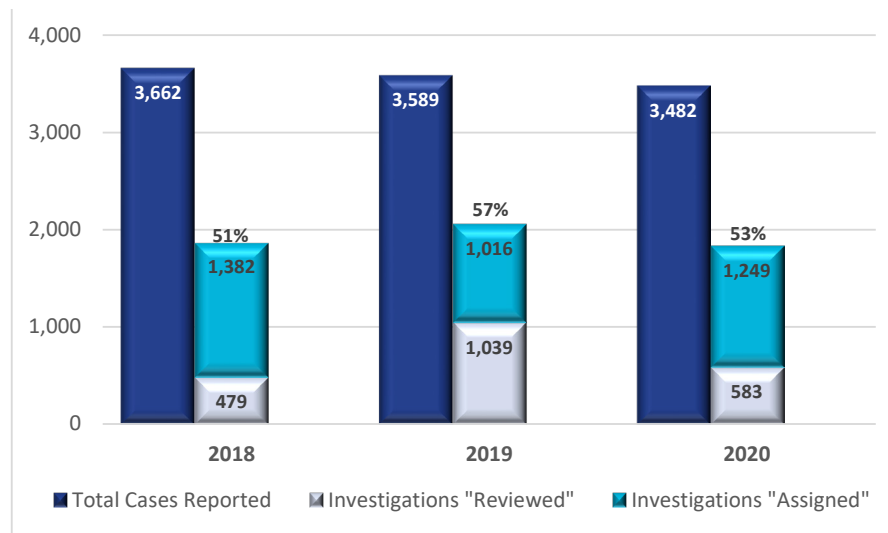
The ACU handled:

100 percent of animal bites

78 percent of animals at large

71 percent of barking complaints

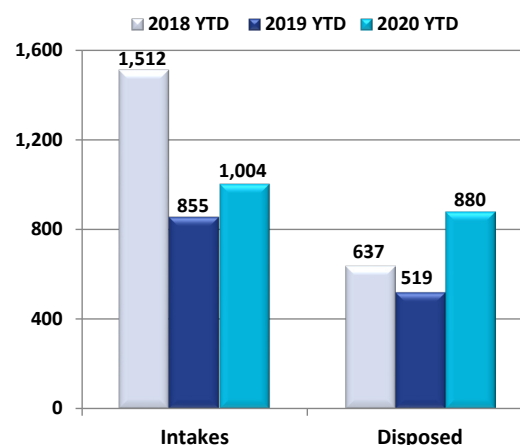
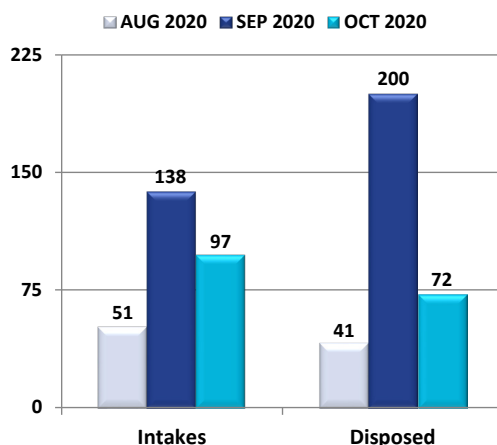
Investigations Case Reports (2018-2020 Year-to-Date)



Property & Evidence

3 Month Comparison

2018-2020 Year-to-Date



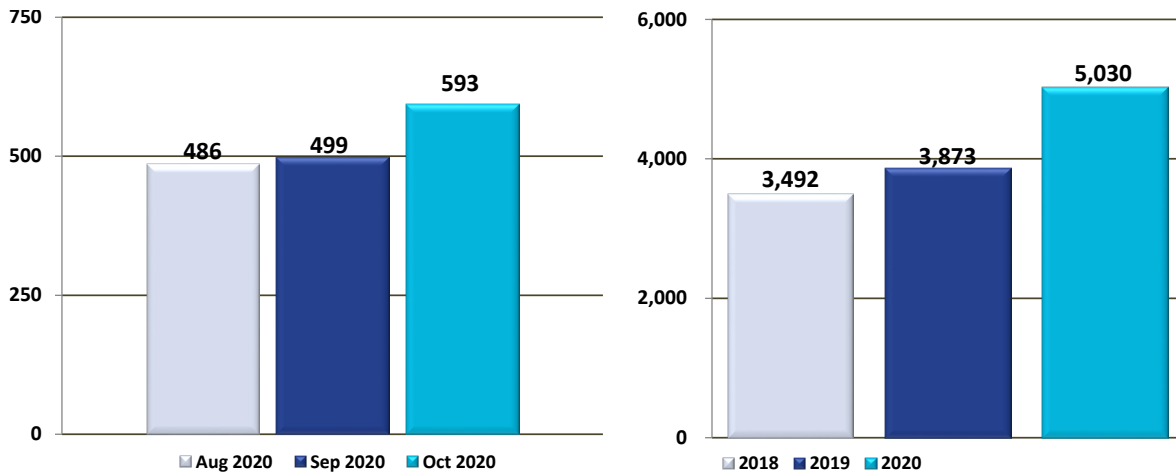
Priority 4: Future Growth (continued)



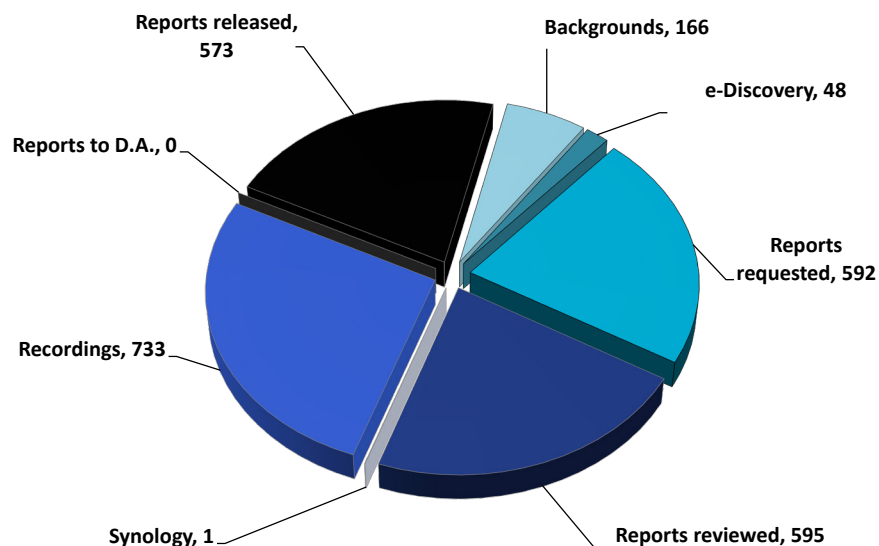
Records Unit

Workload	Backgrounds	eDiscovery reports	Reports requested	Reports reviewed	Synology	Recordings	Reports to D.A.	Reports released
OCT 2020	166	48	592	595	1	733	0	573
OCT 2019	114	66	685	702	13	552	16	646
% Change 2019-2020	45.6%	-27.3%	-13.6%	-15.2%	-92.3%	32.8%	-100.0%	-11.3%

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



Records Unit Workload October 2020



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention Programs				
Running Program Types	2020 OCT	2020 YTD	2019 Year-End	% Change 2019 - 2020
Crime Free Multi-Housing	0	23	21	9.5%
Crime Free Self-Storage	0	9	6	50.0%
Rock Watch	3	748	444	68.5%
CPTED (Crime Prevention)	1	14	9	55.6%
Total Activity	4	794	480	65.4%
Volunteer Hours				
Unit Hours	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020
Explorer Unit	57.0	877.5	2,270.0	-61.3%
Interns	0	0	68	-100.0%
Victim Advocates	535	4,413	4,603	-4.1%
VIPS-Community Safety Vol.	98	959.0	2,906.0	-67.0%
VIPS-Admin & Investigative	83	413.0	520.0	-20.6%
Total	773.0	6,662.5	10,367.0	-35.7%
Upcoming Special Events				
Type	Date	Time	Location	
Starlighting (3 view locations)	11/21	2-6 pm	CR Adventist Hosp., DC Fairgrounds, and Philip S. Miller (PSM) Park	
Thanksgiving Holiday	11/26	Happy Thanksgiving! Lobby closed Nov. 26-27		
Holiday Drive in Movie Night	12/5	5-8 pm	PSM Park	

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
OCT 2020	Facebook	Twitter	Nextdoor	Instagram
Followers	14,683	2,610	29,288	2,233
Number of posts	55	51	2	20
Total Engagement	43,285	9,770	10,587	3,805
	Police		Town	
Call outs/Incident Response	4		0	
	TOTAL			
Media Inquiries	3			

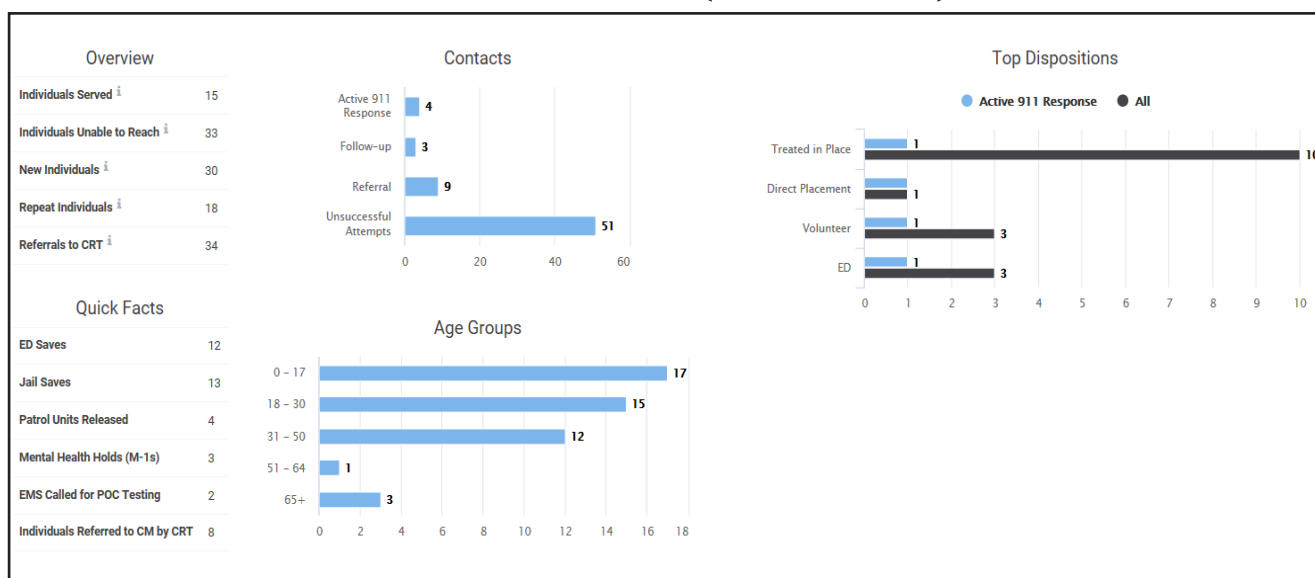
Priority 6: Technology, Equipment & Practices



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

Community Response Team (CRT)				
Type	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020
Mental Health Holds	3	22	30	-26.7%
Follow-ups	61	506	458	10.5%
Agency Assists	2	21	76	-72.4%
Welfare Checks	1	30	65	-53.8%
Calls for Service (other)	8	149	194	-23.2%
Total Calls for Service	75	728	823	-11.5%

CRT Dashboard (October 2020)



Domestic Violence Lethality Assessment Program (LAP)				
Call Type	2020 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020
Total LAP reports completed	8	92	120	-23%
High Risk	3	54	63	-14%

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 OCT	2020 YTD	2019 YTD	% Change 2019 - 2020
Online reports received	20	273	202	35.1%

Department Highlights

Welcome New Castle Rock Police Officers

On October 12, the department welcomed seven new officers. All officers have prior law enforcement experience, and we are excited to introduce them to our community.



NEW! CRPD Trading Card program

To start your collection, just ask an officer!



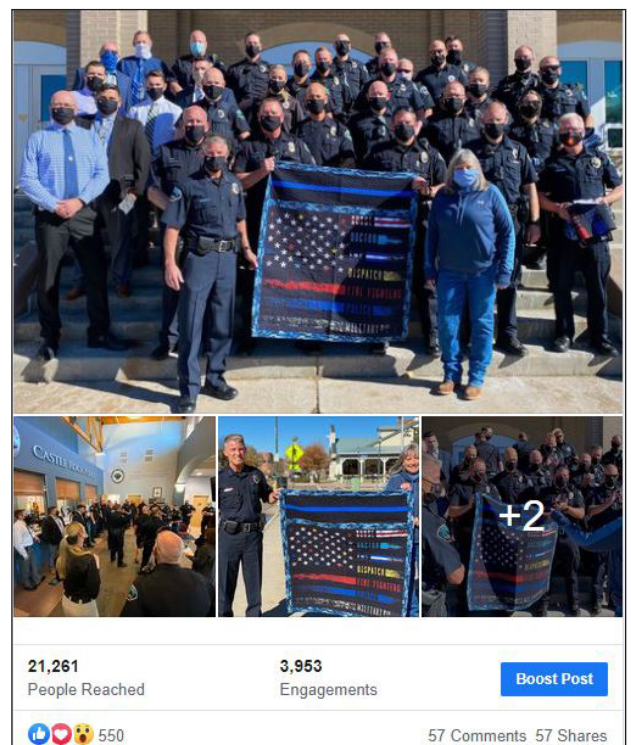
PIO Temby's Corner October's Top Post

October 30 at 12:33 PM

“Along with your service partners, you are stitched and woven tightly together with the community you serve, like the pieces of this quilt.”

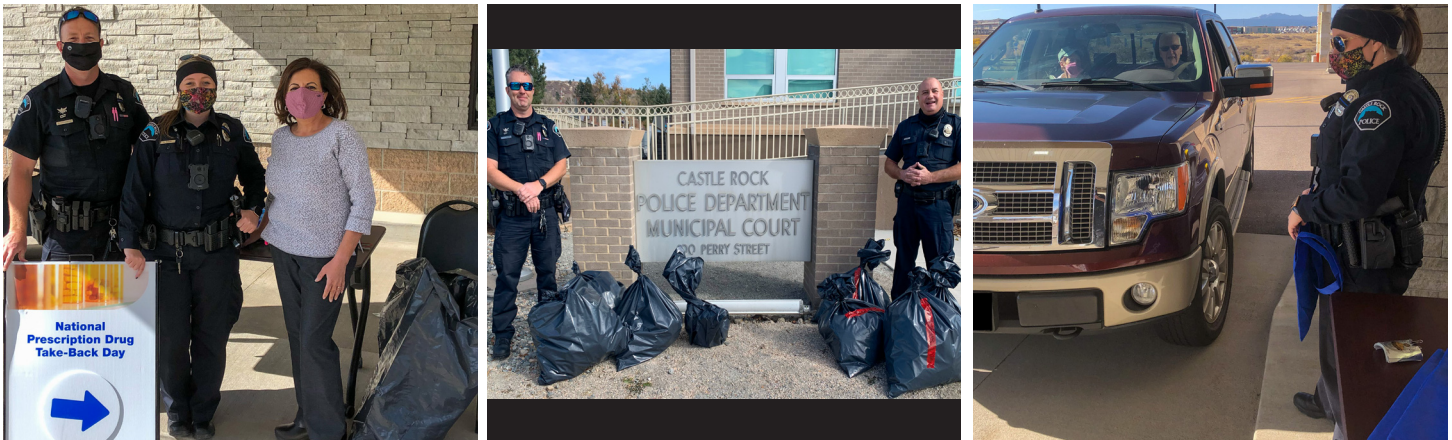
It's not every day you meet someone like Darlene Godley. On July 22, 2020, she started a quilting project. She set a deadline -- Election Day -- and dedicated eight to ten hours a day working so that she would finish in time.

The finished product? Individual quilts...for every single sworn member of the Castle Rock Police Department. For those wondering, that's 82 (!!!) quilts finished in three months time. Darlene, we can't express our gratitude enough. Thank you for showing us so much love and support.



Annual Drug Take Back Day

Another successful event - Thank you Castle Rock!



National Drug Take Back Day was held on Saturday, Oct. 24 at two locations within Castle Rock. We managed to collect 175 pounds of unused and/or expired prescriptions and over-the-counter medicines. As a reminder, there is a drop box for unwanted medication available in the police lobby (M-F, 8-5 pm, excluding holidays).

International Police Mountain Bike Association (IPMBA) Cyclist Certification



The department hosted a four-day IPMBA cyclist course. Chief Cauley, Officer Thompson & Officer Gillespie earned their much deserved police cyclist course certification. Officer Schlecht earned his instructor certification, and Officer Coyle earned his instructor trainer certification. Congratulations, everyone!

Thank you to our very generous Castle Rock citizens who stopped by to say thank you!



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.