

Castle Rock

POLICE DEPARTMENT



January 2021

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.**

*"Dear **Officer Finley**, I wanted to thank you for your so much appreciated service yesterday and everyday! You brought us so much peace and reassurance. Thanks for all you do!!"*

Abeer S. (1/6 /21)

*"Thank you **Sergeant McCann** so much for helping my daughter and her best friend last night at the Castle Rock Star. You were very kind to two young women who were very shaken by the event. As we all sat around and talked last night, [my daughter] handed me your card...Thank you again for your help last night. More importantly, thank you for your service. You have our full support always!"*

April H. (1/6/21)

"We want to express our heartfelt gratitude for your continued generosity & kindness to the community and especially our families at South Ridge Elementary over the holiday season. May you all have a Blessed New Year. "

South Ridge Elementary (1/20/21)

*"Dear **Officer D. Ford**, thank you for stopping by [our business] a few weeks ago when we called the non-emergency line [for assistance]. We really appreciated you and your partner checking in and making sure everything was ok!)"*

Amanda K. (1/6/21)

*"We wanted to reach out as a family and thank you **Officer Stoneking** so much for all of your help after my husband got rear ended at the end of December. This trip to Colorado was planned over a year ago. My husband needed your patience, poise, and calm direction. We have both never had a wreck, or even a speeding ticket. You walked him through dealing with an extremely stressful situation...You are an amazing police officer, we wanted to encourage you to continue to do what you do! Our family thanks you from the bottom of our hearts. We are thankful and aware of the sacrifices you and your family make on a daily basis. We support you, and all brothers and sisters in blue! Prayers and many blessings."*

Meryl B. (1/16/21)

*"Thank you, **Officer Thompson**. I am so grateful for your support. Every word you spoke was priceless...Thank you so much for your time. I felt weak when I heard you speak so concisely and with so much wisdom... I feel stronger now that I see how she was so humbled by your powerful talk. Thank you!! Warmest regards and immense gratitude."*

H.H. (1/23/21)

*A call for **Officer Toliver** was received to thank him for being so helpful and extremely professional. He is very much appreciated."*

Dorothy D. (1/28/21)



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

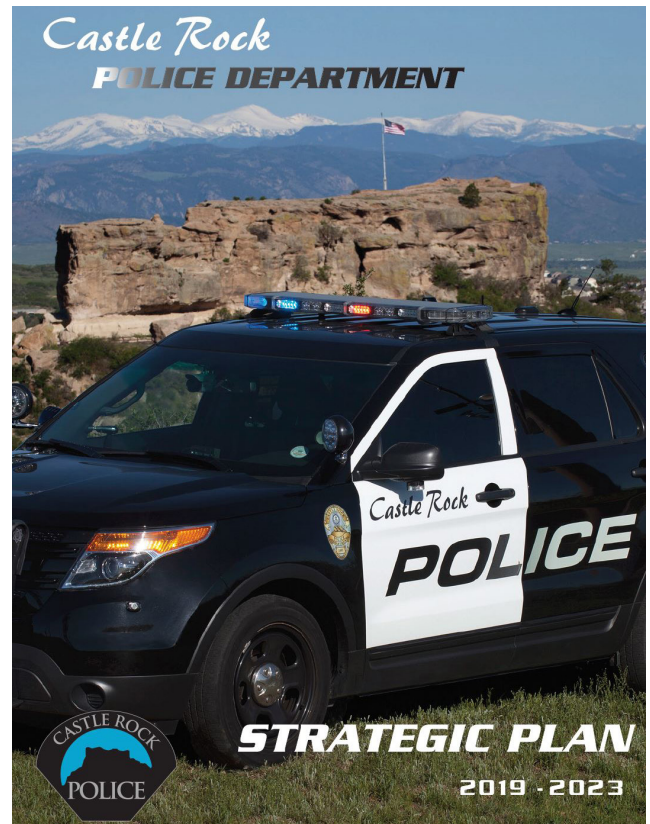
Priority 2: Traffic Safety

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.cr.gov/PDplan)

Priority 1: Crime

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

Response Times					
Priority Calls JANUARY	# Of Calls	AVG Dispatch Time	Avg. Drive Time	Avg. Resp. Time*	Avg. on Scene Time
Priority 1	70	1.14	5.23	6.64	94.30
Priority Calls YTD	# Of Calls	AVG Dispatch Time	Avg. Drive Time	Avg. Resp. Time	Avg. on Scene Time
Priority 1	70	1.14	5.23	6.64	94.30

*Average response time includes from “hello to hello,” which is answering the phone call to the officer arriving on scene.

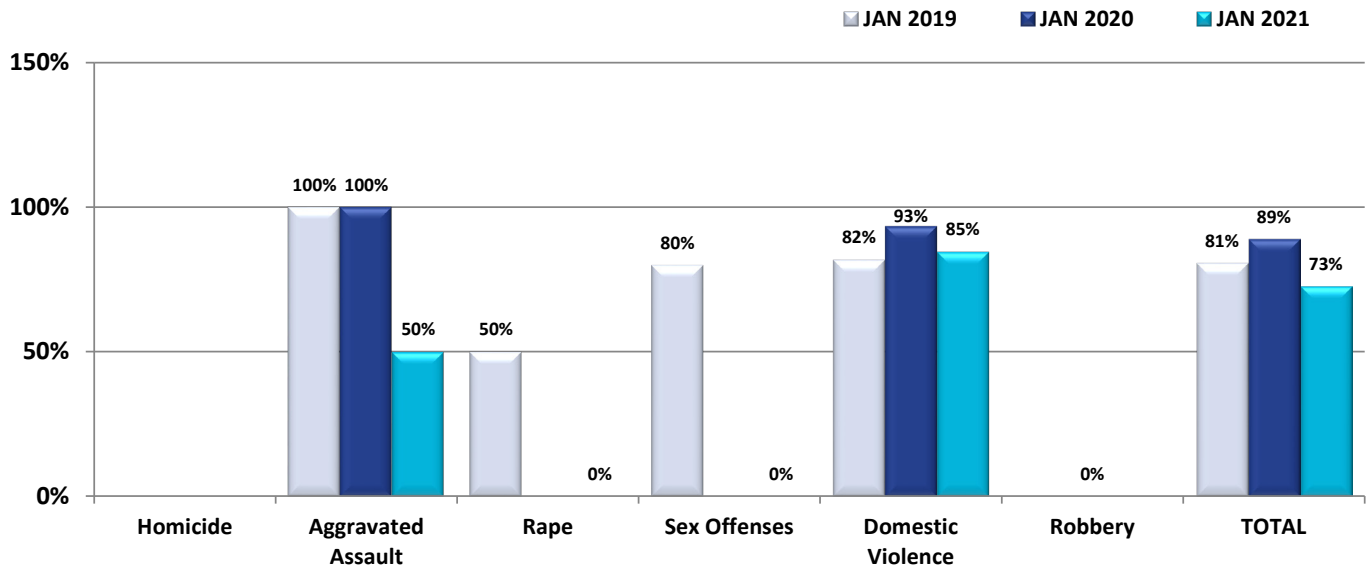
Persons Crime					
Crime Offense	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Homicide	0	0	0	0%	0
Rape	2	2	0	0%	2
Sex Offenses	1	1	0	0%	5
Domestic Violence	26	26	15	73%	22
Aggravated Assault	4	4	2	100%	2
Robbery	0	0	1	-100%	0
Total Persons Crimes	33	33	18	83%	31
Property Crime					
Crime Offense	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Burglary	11	11	8	38%	9
Fraud/Forgery	8	8	33	-76%	67
Motor Vehicle Theft	12	12	0	0%	8
Theft from Motor Vehicle	34	34	24	42%	30
Theft	87	87	55	58%	59
Vandalism	29	29	22	32%	36
Total Property Crimes	181	181	142	27%	209
TOTAL ALL CRIMES (Person/Property)	214	214	160	34%	240

Priority 1: Crime (continued)

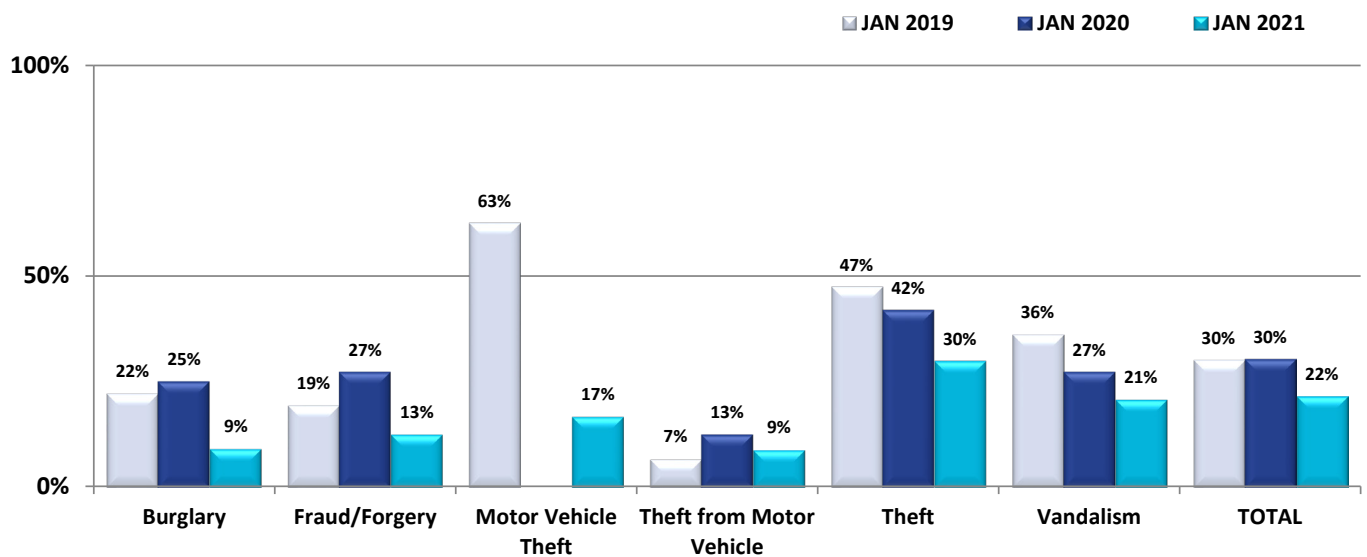


Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

Persons Crime Clearance Rates (2019-2021 Comparison)



Property Crime Clearance Rates (2019-2021 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	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Cases assigned - Staff Advocates	26	26	21	24%	20
Cases assigned - Volunteer Advocates	8	8	8	0%	14
Total cases assigned	34	34	29	17%	34
Total victims served	59	59	45	31%	65
Total office hours	0	0	0	0%	3
Total call out hours	4	4	4	0%	28

CRPD Victims Assistance Unit

In January, the Domestic Violence Fast Track Coordinator, Marjorie Sayers, from the District Attorney's Office was the invited guest speaker at our monthly Zoom meeting. Approximately, 53 percent of victim assistance calls for service are domestic-violence related. Marjorie provided an update on the first-appearance process for domestic-violence cases as victims are encouraged to appear via Webex as opposed to in-person. Local resources and domestic violence dynamics were also reviewed.

Given the on-going COVID 19 restrictions, volunteers continue to respond to requests for service by phone. However, when an advocate is needed on scene, staff will respond. Coordinator Lewis rotates this responsibility weekly with Victim Advocate Wallace. All victim advocate volunteers were provided an opportunity to receive the COVID-19 vaccination and will be eligible to respond onscene following their second vaccination.



Priority 2: Traffic Safety



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

Traffic Crashes					
Crash Type	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Fatality	0	0	0	0%	0
Injury	1	1	3	-67%	3
Non-Injury	68	68	67	1%	82
Traffic Crash Total	69	69	70	-1%	85
Traffic Enforcement					
Traffic Type	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Driving Under the Influence (DUI)	8	8	7	14%	13
Traffic Citations Departmentwide					
Call Type	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Traffic Tickets Issued	96	96	102	-6%	90
Written Warnings	242	242	294	-18%	217
Total Traffic Stops	503	503	593	-15%	443

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
2021	0	80	0	-100.0%
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	2021 JAN	2021 YTD	2020 Total Hours	3-Year Monthly Average
Hours	535	535	7,222	686

Types of Trainings	Total Hours: 535
External	5
In service	530

Accomplishments / Recognition				
Type	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021
Compliments	8	8	6	33%
Recognition / Awards	0	0	1	-100%

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	2021 JAN 80 OFC /55	2021 YTD 80 OFC /55	2020 TOTAL 79 OFC / 55	2019 TOTAL 75 OFC / 53	2019 Benchmark Monthly Estimate
CFS TOTAL, includes self-initiated (SI)	5,018	5,018	5,677	5,638	N/A
CFS, excludes self-initiated (SI)	1,853	1,853	1,891	1,949	6,307
Year-to-Date (Per 1,000 citizens)	25.7	25.7	26.2	27.1	37.7
CFS per officer, excludes self-initiated	23.2	23.2	23.6	24.7	26.9
CFS per 1st Responder, excl. self-initiated	33.7	33.7	34.4	36.8	47.3

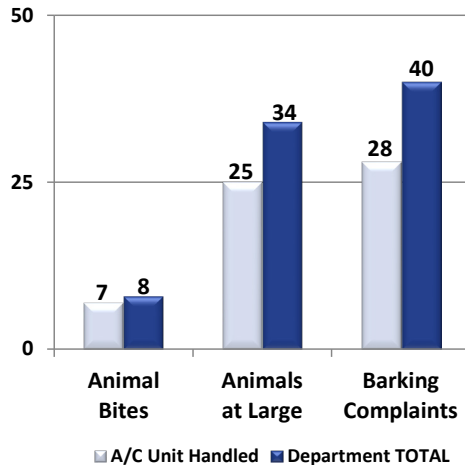
Communication Incoming Phone Calls - JANUARY					
Answer Time JAN	# of Calls	Avg per day	Average Time	≤10 secs.	<15 secs.
911 Calls	432	15	3.02	99.8%	100%
Administration	4,129	133			
Outbound Calls	1,203	39			

Communication Incoming Phone Calls - YTD					
Answer Time YTD 2021	# of Calls	Avg per day	Average Time	≤10 secs.	<15 secs.
911 Calls	432	15	3.02	99.8%	100%
Administration	4,129	133			
Outbound Calls	1,203	39			

Downtown Liaison Officer (DLO)				
Type	2021 JAN	2021 YTD	2020 YTD	% Change 2020-2021
Parking Enforcement/CFS	246	246	504	-51.2%
Parking Warnings	114	114	150	-24.0%
Parking Tickets	13	13	192	-93.2%
Counter Accident Reports	0	0	5	-100.0%

Priority 4: Future Growth (continued)

Animal Control Response Comparison JANUARY 2021



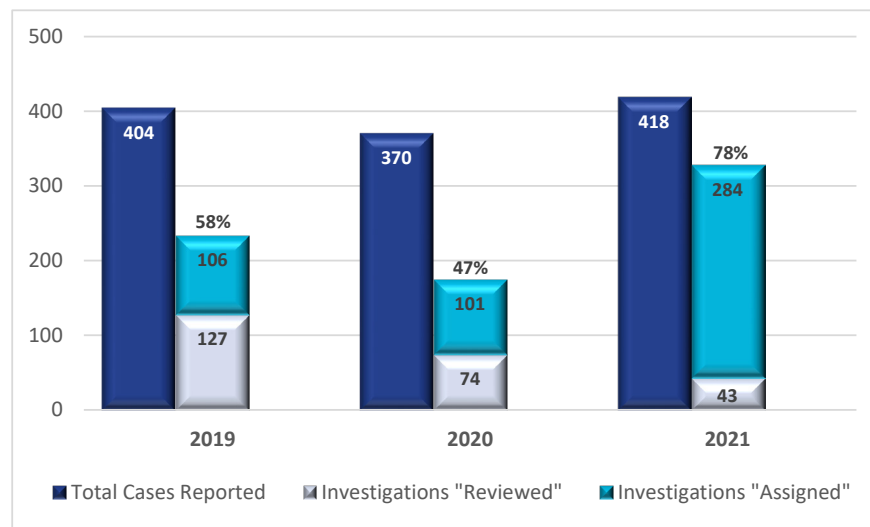
The ACU handled:

88 Percent of animal bites

74 Percent of animals at large

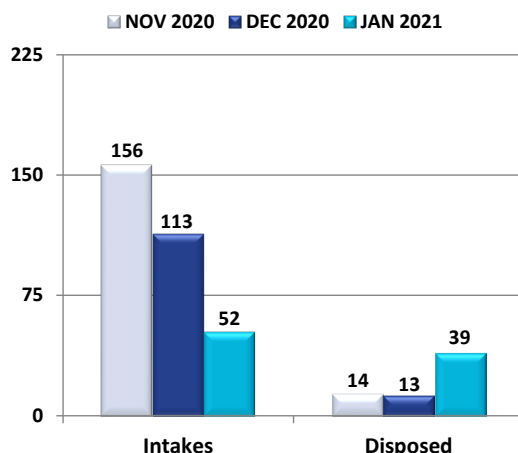
70 Percent of barking complaints

Investigations Case Reports (2019-2021 Year-to-Date)

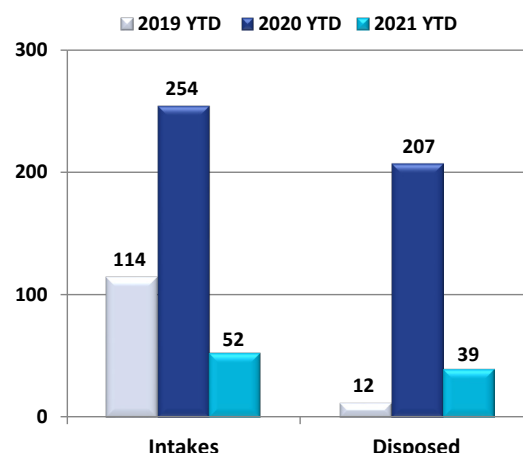


Property & Evidence

3-Month Comparison



2018-2020 Year-to-Date



Priority 4: Future Growth (continued)

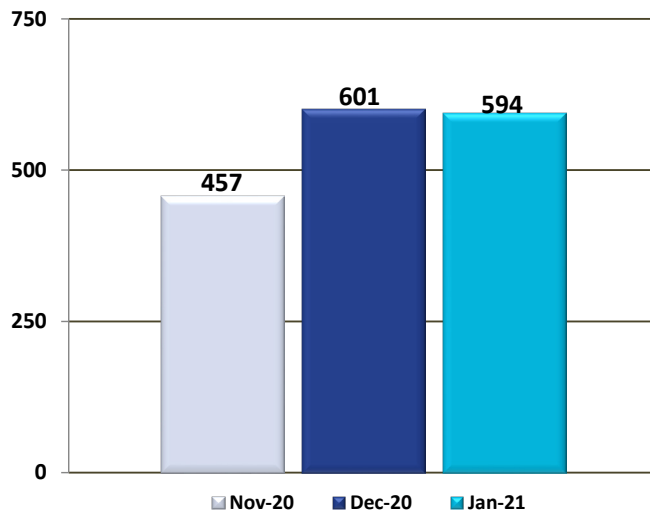


Records Unit

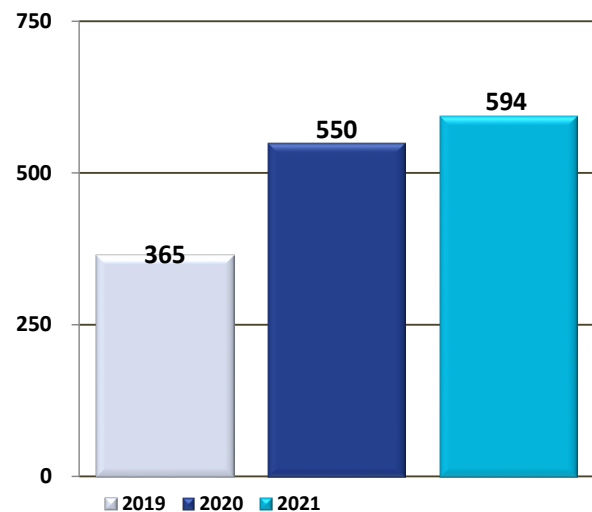
Workload	Backgrounds	eDiscovery reports	Reports requested	Reports reviewed	Synology	Recordings	Reports to D.A.	Reports released
JAN 2021	127	72	594	588	2	942	16	561
JAN 2020	96	84	320	352	5	353	2	307
% Change 2020-2021	32.3%	-14.3%	85.6%	67.0%	-60.0%	166.9%	700.0%	82.7%

Reports Requested

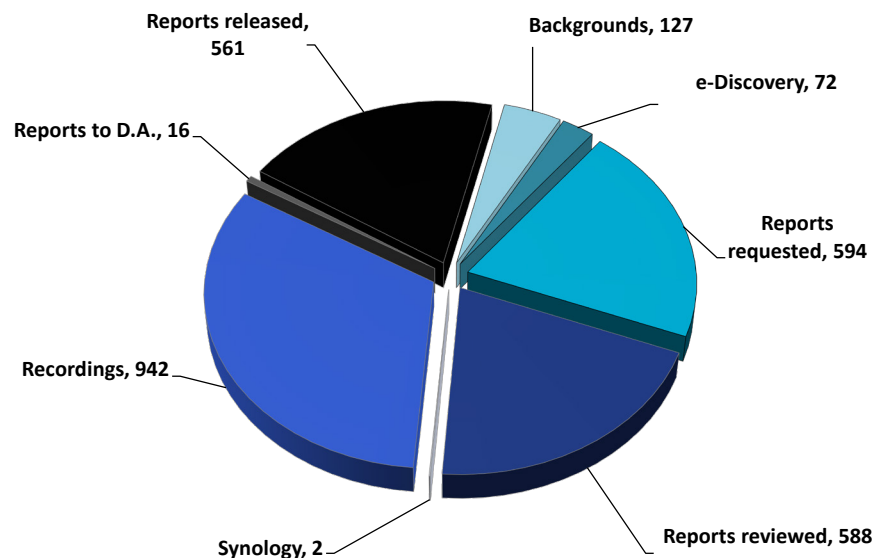
Three-Month Comparison



Year-to-Date (2019-2021)



Records Unit Workload JANUARY 2021



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs				
Running Program Types	2021 JAN	2021 YTD	2020 Year-End	% Change 2020 - 2021
Crime Free Multi-Housing	0	23	23	0.0%
Crime Free Self-Storage	0	9	9	0.0%
Rock Watch	23	520	497	4.6%
CPTED (Crime Prevention)	0	14	14	0.0%
R-U-OK (Nov. 2020 implementation)	1	7	6	16.7%
Total Activity	24	566	549	3.1%
Volunteer Hours				
Unit Hours	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021
Explorer Unit	81.0	81.0	146.0	-44.5%
Interns	0.0	0.0	0.0	N/A
Victim Advocates	521	521	431	20.9%
VIPS-Community Safety Vol.	0.0	0.0	249.4	-100.0%
VIPS-Admin & Investigative	4.0	4.0	113.5	-96.5%
Total	606.0	606.0	939.9	-35.5%

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
JAN 2021	Facebook	Twitter	Nextdoor	Instagram
Followers	15,195	2,747	30,232	2,589
Number of posts	25	53	10	13
Total Engagement	20,340	454	41,537	2,667
	Police		Town	
Call outs/Incident Response	10		0	
	TOTAL			
Media Inquiries	9			

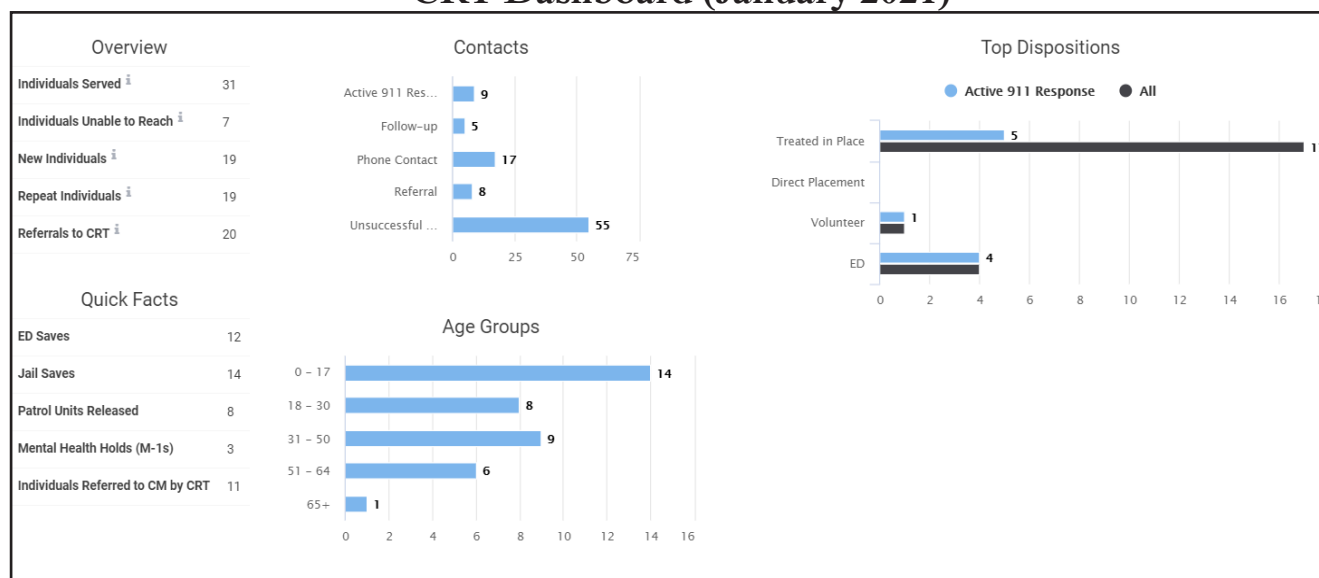
Priority 6: Technology, Equipment & Practices



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

Community Response Team (CRT)				
Type	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021
Mental Health Holds	2	2	1	100.0%
Follow-ups	45	45	53	-15.1%
Agency Assists	2	2	4	-50.0%
Welfare Checks	6	6	8	-25.0%
Calls for Service (other)	6	6	13	-53.8%
Total Calls for Service	61	61	79	-22.8%

CRT Dashboard (January 2021)



*The CRT dashboard is misreporting statistics related to unsuccessful attempts. The team is working to remedy the issue.

Domestic Violence Lethality Assessment Program (LAP)				
Call Type	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021
Total LAP reports completed	15	15	12	25%
High Risk	9	9	5	80%

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 Reports	2021 JAN	2021 YTD	2020 YTD	% Change 2020 - 2021
Online reports received	158	158	24	558%

Department Highlights

K9 Unit Shogun & Maverick

Patrol Deployments: 6

Officer Fellows and Shogun deployed three times in January on one K9 article search and two K9 protect deployments. Officer Gondeck and Maverick also deployed three times, which included deployments for one K9 area check, one K9 building check, and one K9 protect.

Narcotics Deployments: 3

The K9 Units deployed three times during the month, which resulted in a total of .61g of cocaine, 1.82g of methamphetamine and 2.58g of heroin.

Training: 76 hours

Maverick and Officer Gondeck trained 50 hours
Shogun and Officer Fellows trained 26 hours
during the month.



Maverick



Shogun



PIO Temby's Corner January's Top Post

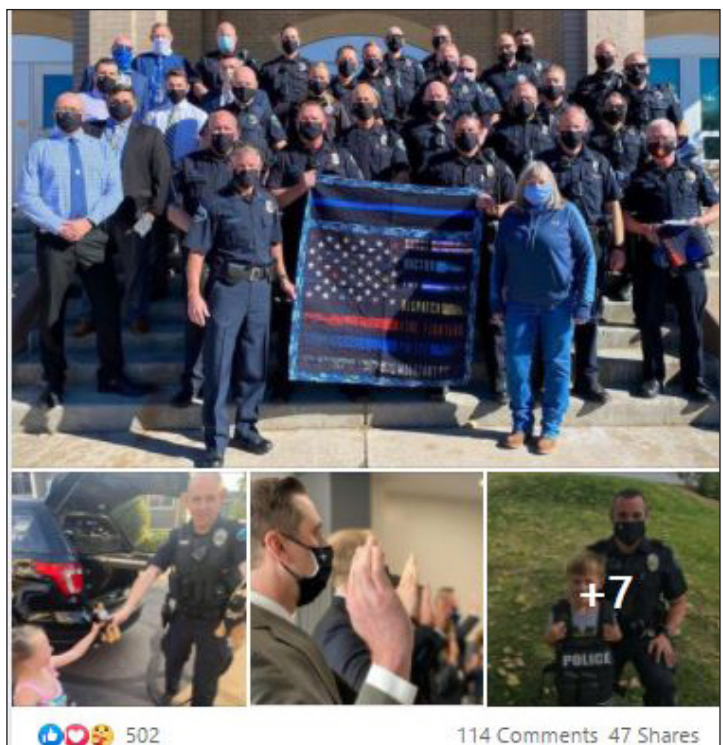
January 9, 2021 at 9:30 AM

The top post in January was on National Law Enforcement Appreciation Day. The post included our sworn staff and others in our community.

We are so blessed to serve this incredible community. Thank you, Castle Rock, for your constant support, love and gratitude.

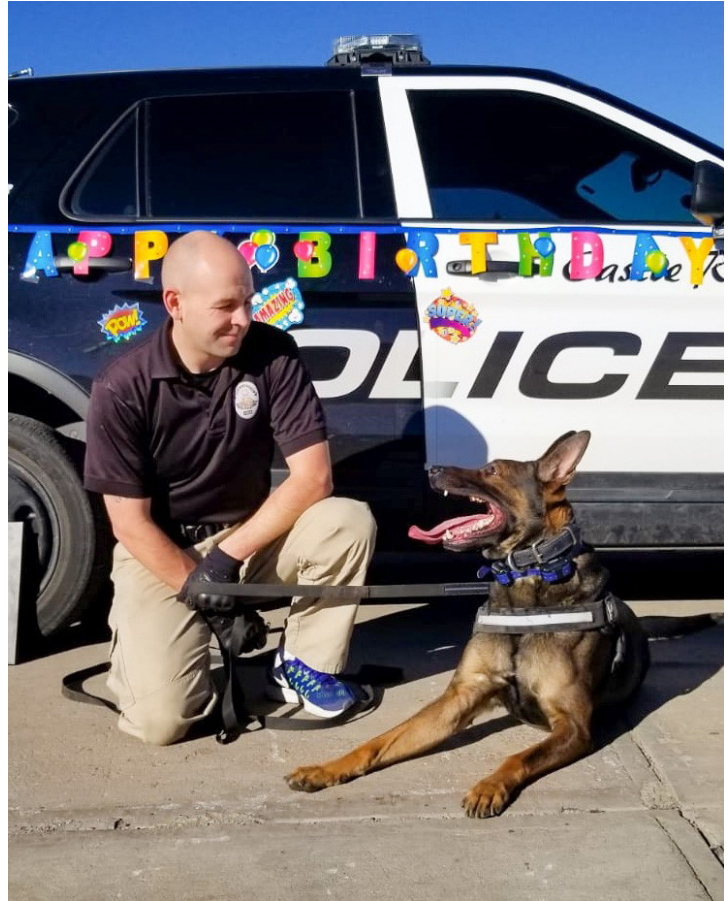


To view this post, visit our Facebook page, [CRpoliceCO](#)



In the News - January went to the Dogs!

Happy 3rd Birthday, Shogun



Shogun, a Dutch Shepherd, has been a member of the Castle Rock Police Department since September of 2019. He and his partner, Officer Fellows, are quite the dynamic duo. We're so lucky to have them on the streets of Castle Rock, keeping our residents safe. (Facebook post - January 20 at 4:01 PM)

Castle Rock Police Animal Care & Control Partners with DocuPet Licensing

The department partnered with DocuPet, which provides a pet profile, lost pet and licensing platform to make registering dogs faster, easier and more convenient in the Town of Castle Rock. There are also so many perks to registering your dog:

- It's easy! You can do it from your phone or computer
- In the event your dog gets lost, it can expedite their return home
- It's affordable. Registration starts at \$10/year for a neutered/spayed dog, \$20/year for a dog that's intact
- DocuPet provides reminders for vaccinations and licensing renewals

Visit our CRgov.com/animallicensing for more information on this program or register your pet at: CRgov.DocuPet.com (Facebook post - January 15 at 3:27 PM)



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.