

*Castle Rock*

**POLICE DEPARTMENT**



***March 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.**

"I had an officer [**Officer Burch**] come out on a theft of some car items...I read on the back of his card this [about compliments/complaints]. You know he was a gentleman. He went beyond what he should have had to do with us old folks. He made us feel pleasant, he was kind...You ought to say, thank you from us to him. That's all I got to say. He was kind and let him know, would you please."  
D.E. (3/18/21)

**Officer J. Lane**, Richard called in to say that you were awesome to work with. He felt you were very professional and calm; and he wanted to "sing your praises."  
Richard D. (3/10/21)

**Officers Yowell and Stoneking**. "You helped my husband last Sunday. Words cannot express my gratitude for you saving him...That was the greatest gift you could have given me. I wish I was able to get you something wonderful but I wanted to make these cookies with all my gratitude and love. Thank you for being my angel that day."  
Mary B. (3/22/21)

**Officer J. Lane** "Thanks so much Officer J. Lane for responding to my house alarm yesterday. My mistake for not checking doors when I left. The neighborhood feels so much safer with officers like you."  
Betty N. (3/29/21)

"**Officer Schonher**, thank you so much for your assistance with my mom this morning. That is the first time she has missed an appointment like that. Your care, concern and patience was greatly appreciated. And, as 15-year residents of Castle Rock, thanks for all you have done for this town." Doug B. (3/9/21)

**Officer Elliott & Corporal Myers** ...A caller wished to thank you both for all you did to help her family. She appreciates you both and knows law enforcement has taken a bad hit in life, but they are so thankful for you. These officers were amazing and wished to thank everyone - for your service, your time, and for protecting us.  
Christie (3/30/21)

Dear Chief Cauley,  
My husband and I wish to let you know how much we appreciated the professionalism and kindness that your employees and volunteers displayed [during a recent distressing incident]. We would like to mention especially **Officer T. Watts, Det. D. DeGennaro, VA Coordinator D. Lewis and Chaplain M. Marble.**  
Please be sure to extend our thanks to these caring individuals."  
Ann (3/30/21)



Marnie (CVHS) donated a large box of coffee

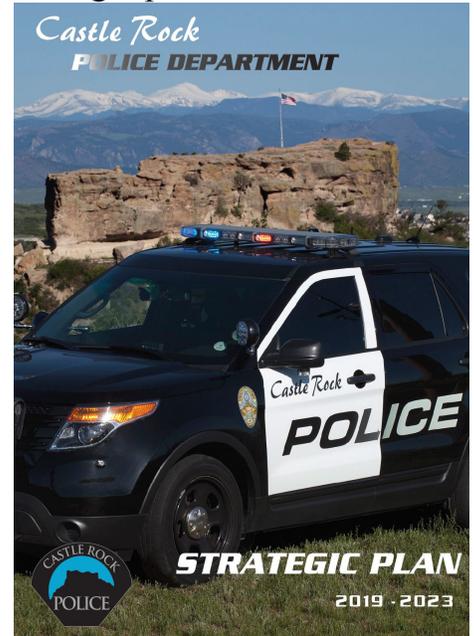
# Message from the Chief



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.com/PDplan)

## Thank you to our generous Castle Rock citizens and business owners!



Black Rock Coffee donates to the Boulder family victims



Troop 6441 surprised us with cookies this month



Facing Homelessness-Denver group delivered gift cards for officers to hand out to people in need



Diane showed her appreciation for CRPD and Boulder Police Officer Eric Talley

# Priority 1: Crime

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

Response Times					
PRIORITY 1 CALLS FOR SERVICE	# OF CALLS	Average Dispatch Time	Average Wait to Enroute	Average Drive Time	Average Time Ofcs on Scene
MAR	68	1.51	0.33	6.13	71.14
FEB	66	1.44	0.23	5.67	69.78
JAN	70	1.14	0.27	5.23	94.30
<b>2021 YTD</b>	<b>136</b>	<b>1.36</b>	<b>0.28</b>	<b>5.67</b>	<b>78.41</b>
<b>2021 MONTHLY AVG</b>	<b>77</b>	<b>1.41</b>	<b>0.32</b>	<b>5.87</b>	<b>59.20</b>

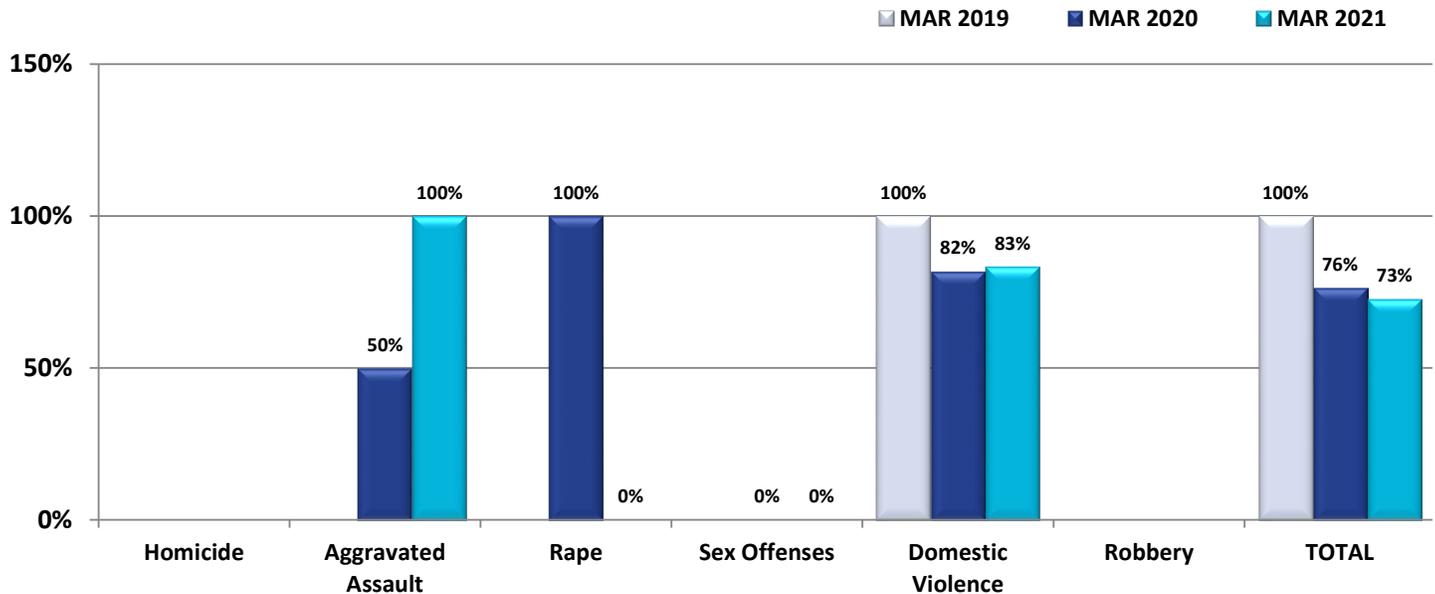
Persons Crime					
Crime Offense	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Homicide	0	0	0	0%	0
Rape	2	4	3	33%	3
Sex Offenses	1	2	1	100%	6
Domestic Violence	18	53	36	47%	43
Aggravated Assault	1	6	5	20%	3
Robbery	0	1	1	0%	0
<b>Total Persons Crimes</b>	<b>22</b>	<b>66</b>	<b>46</b>	<b>43%</b>	<b>55</b>
Property Crime					
Crime Offense	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Burglary	7	22	17	29%	22
Fraud/Forgery	8	20	100	-80%	160
Motor Vehicle Theft	12	28	9	211%	16
Theft from Motor Vehicle	36	84	46	83%	47
Theft	68	222	144	54%	169
Vandalism	40	108	74	46%	75
<b>Total Property Crimes</b>	<b>171</b>	<b>484</b>	<b>390</b>	<b>24%</b>	<b>489</b>
<b>TOTAL ALL CRIMES (Person/Property)</b>	<b>193</b>	<b>550</b>	<b>436</b>	<b>26%</b>	<b>544</b>

# Priority 1: Crime (continued)

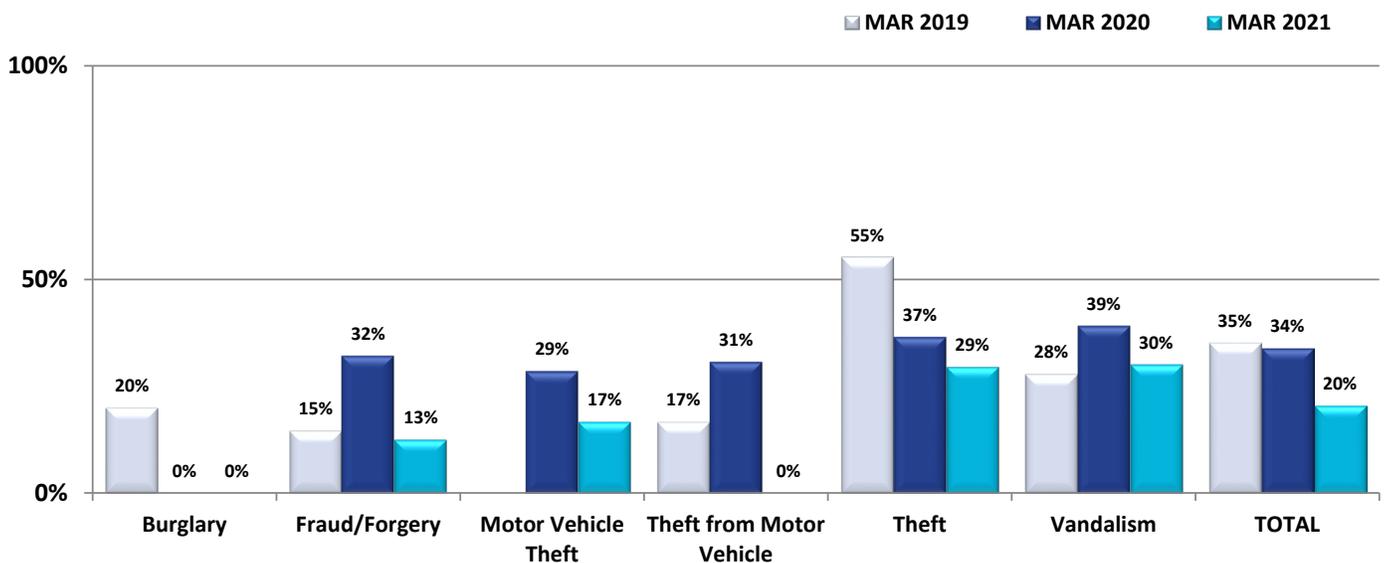


**Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders**

## Persons Crime Clearance Rates (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 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Cases assigned - Staff Advocates	18	65	67	-3%	66
Cases assigned - Volunteer Advocates	15	33	24	38%	38
Total cases assigned	33	98	91	8%	104
Total victims served	68	191	158	21%	208
Total office hours	0	0	0	0%	16
Total call out hours	12	31	20	55%	67

## CRPD Victims Assistance Unit

In March, we held our first in-person team meeting in over eight months. There was much to catch up on including resources, revised brochures and reviewed call outs. We welcomed the team back with team-building exercises. Volunteers are now responding onscene, which provides relief to the victims assistant coordinator and advocate after months of back-to-back on-call nights/weekends.

The VAU donated over \$200 worth of gift cards and other items for the victim assistance team at the Boulder Police Department. The care package was sent and included notes of encouragement and support for their loss.

# Priority 2: Traffic Safety



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

Traffic Crashes					
Crash Type	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Fatality	0	0	0	0%	0
Injury	2	7	9	-22%	10
Non-Injury	65	184	179	3%	218
<b>Traffic Crash Total</b>	<b>67</b>	<b>191</b>	<b>188</b>	<b>2%</b>	<b>228</b>
Traffic Enforcement					
Traffic Type	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Driving Under the Influence (DUI)	13	29	28	4%	26
Traffic Citations Departmentwide					
Call Type	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Traffic Tickets Issued	148	318	402	-21%	385
Written Warnings	254	728	675	8%	699
<b>Total Traffic Stops</b>	<b>512</b>	<b>1,476</b>	<b>1,691</b>	<b>-13%</b>	<b>1,447</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
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%
Training Hours				
Topics	2021 MAR	2021 YTD	2020 YTD	3-Year Average
Hours	701.0	1,923.0	1,172.0	64.1%
Types of Trainings			Total Hours: 701	
Internal/In-service (CPR, Combat casualty care, Officer Rescue, Firearms, Leadership training)			548	
External Training (SRO, ILEETA Conference)			153	

Accomplishments / Recognition				
Type	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021
Compliments	12	35	25	40%
Recognition / Awards	5	16	4	300%



## Applause Award - DocuPet Animal Licensing

Nominated by Sgt. Torrens, several PD members and one DoIT team member received this award for their diligent work in implementing the Town's new electronic animal licensing program. DocuPet saves the Animal Control Unit approx. 10-15 hours per week.

Left to right: ACOs Hutchings & Young, DoIT Thogerson, Sr. Ofc. Assistant Stahl, PIO Temby, Sgt. Torrens (not pictured Cmdr. Lyons)

# 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**

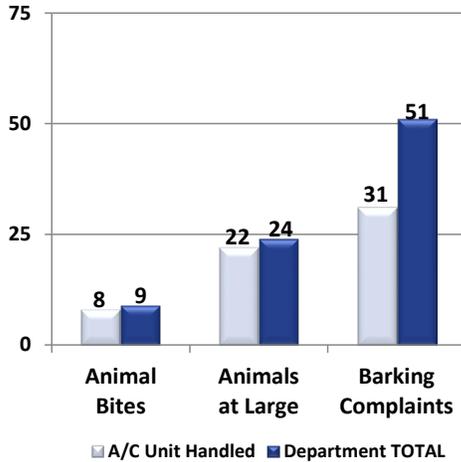
Calls for Service (CFS)					
Calls for Service (CFS) Per officer / Per 1st Responder	2021 MAR 80 OFC /55	2021 YTD 80 OFC /55	2020 TOTAL 80 OFC /55	2019 TOTAL 79 OFC / 53	3-Year CRPD AVG YTD
CFS TOTAL, includes self-initiated (SI)	4,948	14,946	16,718	17,433	16,844.3
CFS, excludes self-initiated (SI)	1,836	5,353	5,261	5,474	5,547.0
Year-to-Date (Per 1,000 citizens)	<b>25.4</b>	<b>74.2</b>	<b>72.9</b>	<b>76.1</b>	<b>79.7</b>
CFS per officer, excludes self-initiated	23.0	66.9	65.8	69.3	71.3
CFS per 1st Responder, excl. self-initiated	33.4	97.3	95.7	103.3	104.9

Communication Incoming Phone Calls - March						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
March	454	15	2.92	99.1%	99.8%	196.7
February	385	15	3.09	99.5%	100.0%	196.7
January	432	15	3.02	99.8%	100.0%	204.5
<b>2021 YTD</b>	<b>1,271</b>	<b>15</b>	<b>3.01</b>	<b>99.5%</b>	<b>99.9%</b>	<b>200.8</b>
2020 Monthly AVG	495	16.3		96.8%	99.5%	190.9
<b>APCO and NENA Standard:</b>				<b>90.0%</b>	<b>95.0%</b>	
Mar. Administration Calls	4,930	159				
Mar. Outbound Calls	1,261	41				
<b>YTD-Administration Calls</b>	<b>12,745</b>	<b>142</b>				
<b>YTD-Outbound Calls</b>	<b>3,539</b>	<b>39</b>				

Downtown Liaison Officer (DLO)				
Type	2021 MAR	2021 YTD	2020 YTD	% Change 2020-2021
Parking Enforcement/CFS	262	764	927	-17.6%
Parking Warnings	128	364	272	33.8%
Parking Tickets	33	73	384	-81.0%
Counter Accident Reports	0	2	12	-83.3%

# Priority 4: Future Growth (continued)

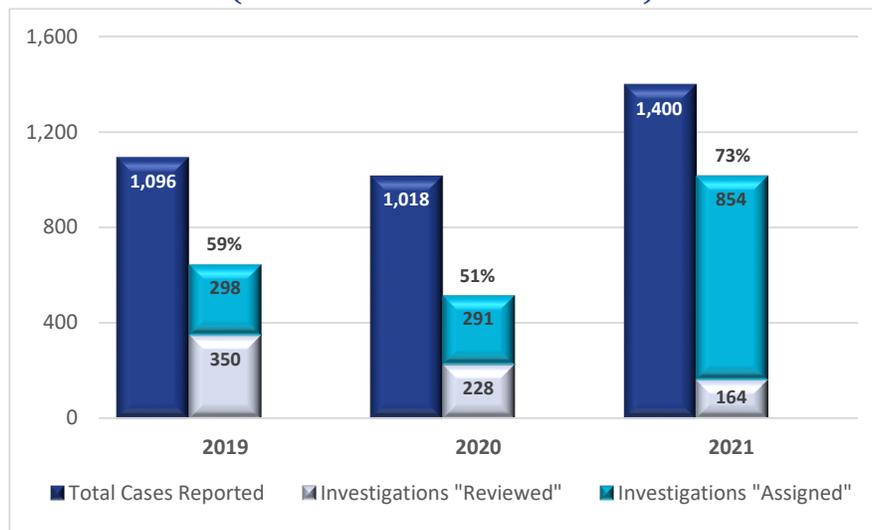
## Animal Control Response Comparison March 2021



The ACU handled:

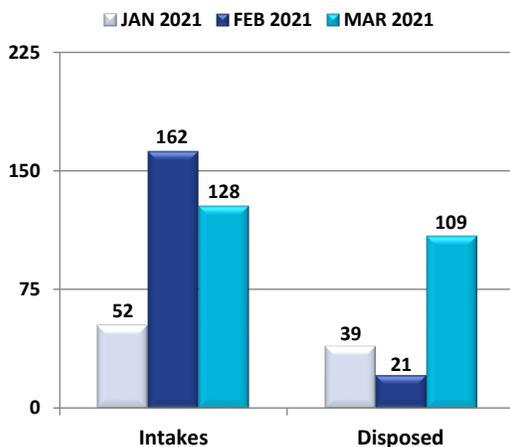
- 89 Percent of animal bites
- 92 Percent of animals at large
- 61 Percent of barking complaints

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

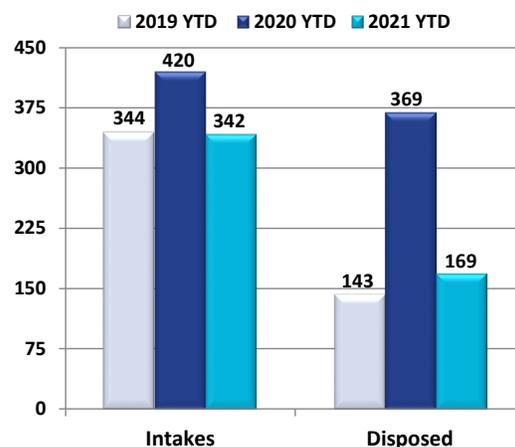


## Property & Evidence

### 3 Month Comparison



### 2018-2020 Year-to-Date



# Priority 4: Future Growth (continued)

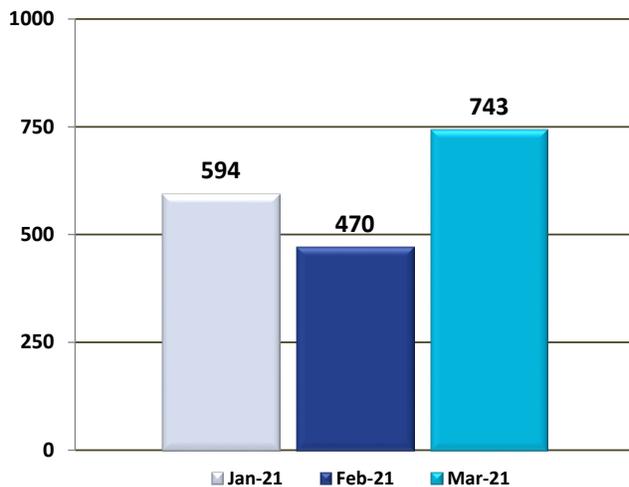


## Records Unit

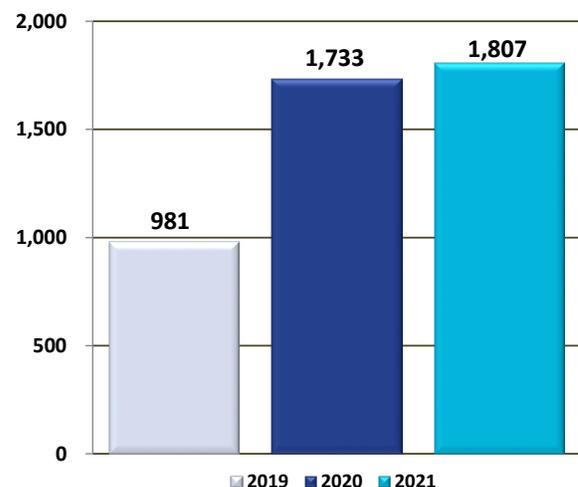
Workload	Backgrounds	eDiscovery reports	Reports requested	Reports reviewed	Synology	Recordings	Reports to D.A.	Reports released
MAR 2021	159	66	743	727	0	1,097	5	703
MAR 2020	96	70	797	605	2	1257	6	904
% Change 2020-2021	65.6%	-5.7%	-6.8%	20.2%	-100.0%	-12.7%	-16.7%	-22.2%

### Reports Requested

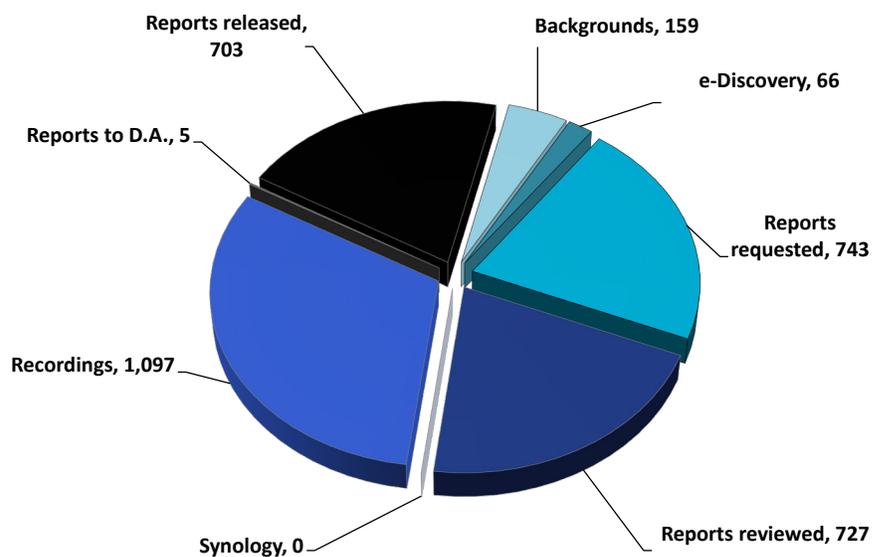
Three-Month Comparison



Year-to-Date (2019-2021)



### Records Unit Workload March 2021



# Priority 5: Community Policing & Partnerships

## Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs				
Running Program Types	2021 MAR	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	14	535	497	7.6%
CPTED (Crime Prevention)	1	16	14	14.3%
R-U-OK	4	13	6	116.7%
<b>Total Activity</b>	<b>19</b>	<b>587</b>	<b>549</b>	<b>6.9%</b>
Volunteer Hours				
Unit Hours	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021
Explorer Unit	210	444	406	9.4%
Interns	0.0	0.0	0.0	N/A
R-U-OK	7.9	7.9	N/A	N/A
Victim Advocates	420	1,386	1,249	11%
VIPS-Community Safety Vol.	41.0	41.0	546.0	-92.5%
VIPS-Admin & Investigative	47.0	54.0	280.5	-80.7%
<b>Total</b>	<b>725.9</b>	<b>1,932.9</b>	<b>2,481.5</b>	<b>-22.1%</b>

## Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
MAR 2021	Facebook	Twitter	Nextdoor	Instagram
Followers	15,425	2,909	30,790	2,745
Number of posts	43	37	7	20
Total Engagement	27,176	836	26,828	4,877
	Police		Town	
Call outs/Incident Response	8		0	
	TOTAL			
Media Inquiries	4			

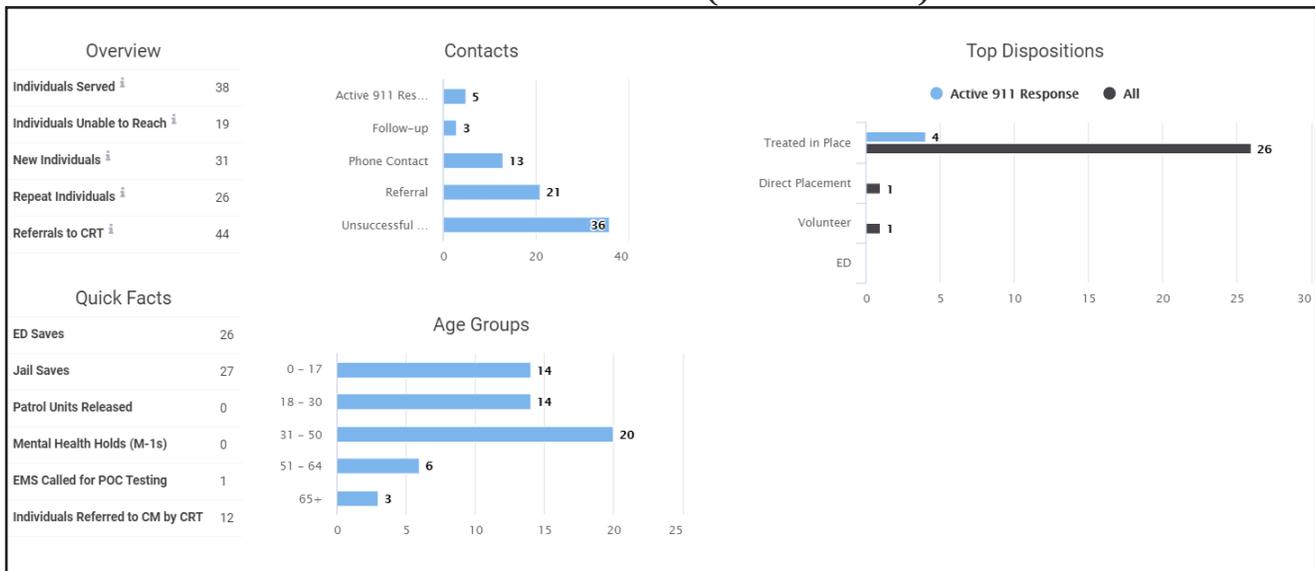
# Priority 6: Technology, Equipment & Practices



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

Community Response Team (CRT)				
Type	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021
Mental Health Holds	1	4	5	-20.0%
Follow-ups	48	131	154	-14.9%
Agency Assists	0	5	4	25.0%
Welfare Checks	5	14	12	16.7%
Calls for Service (other)	8	25	36	-30.6%
<b>Total Calls for Service</b>	<b>62</b>	<b>179</b>	<b>211</b>	<b>-15.2%</b>

**CRT Dashboard (March 2021)**



\*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 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021
Total LAP reports completed	14	38	25	52%
High Risk	9	21	14	50%

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				
Online Reports	2021 MAR	2021 YTD	2020 YTD	% Change 2020 - 2021
Online reports received	254	505	64	689.1%

# Department Highlights

## K9 Unit Shogun & Maverick

### Patrol Deployments: 1

Officer Gondeck and Maverick deployed once in March for a building search.

### Narcotics Deployments: 3

Officer Fellows and Shogun deployed three times in March (two vehicle sniffs and one agency assist).

### Training: 51 hours

Officer Gondeck/Maverick trained 25 hours, and Officer Fellows/Shogun trained 26 hours during the month.



Maverick



Shogun



## PIO Temby's Corner March's Top Post

March, 14, 4:54 p.m.

The top post this month goes to our wonderful officers (Ofc. Stoneking & Ofc. Coyle) who braved the snowstorm to set up barricades at all ramps to I-25 at Meadows and then the Castle Rock Pkwy ramps as well as the northbound ramps of Plum Creek and Wolfensberger.

Visibility was extremely poor. Officers responded to countless crashes and motorist-assist calls throughout the day. It was advised to only travel if it was an absolute emergency.



29 Comments 148 Shares

**During International Women's Week, CRPD celebrated our staff members**



Thank you for all you do - Records Unit, Administration, Victims Assistance, Police Officers and Dispatchers

***2021 Special Olympics Colorado (Polar Plunge)***



Officers Lewis and Webster participated in this year's Polar Plunge, which collected a record \$3,703!

## ***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.