

*Castle Rock*

***POLICE DEPARTMENT***



***April 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 received a phone call [from an individual] who wanted to recognize **Officer Burch** for his interaction with her and her family. She described him as "sweet, kind, nice and not intimidating."

Sgt. McCarty (4/10/21)

"**Officer Burns** responded to [a mental health report]... I can't express enough how grateful and impressed I was with how patient and caring Officer Burns was. He took time...to understand the needs and what would best support them with a difficult conversation...He took more time to help them feel comfortable and get to know them before asking the harder questions. Overall, I just wanted to make sure that someone knew how his caring approach and time spent was appreciated and greatly beneficial."

L.W. (4/7/21)

"Just wanted to express my appreciation for **Officer Fellows** and his professionalism. I was visiting my son who recently moved to Castle Rock. I made a mistake and wasn't watching my speed as I should. Mr. Fellows was quite kind to let me go with a warning, which of course is most appreciated. I am pleased that he is out there watching out for my son and wife-to-be and all the homeowners in their new neighborhood."

Anonymous (4/12/21)

**Officer Thompson** conducted a COP (Community-Oriented Policing) with young Fin while patrolling in the Meadows subdivision a couple of weeks ago. He made such an impression on this young man, that Fin decided he wanted to bring cookies in for Officer Thompson and his team members. Great Job Officer Thompson and yummy cookies!

Sgt. Claton (4/23/21)



Officer Thompson & Fin



# 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

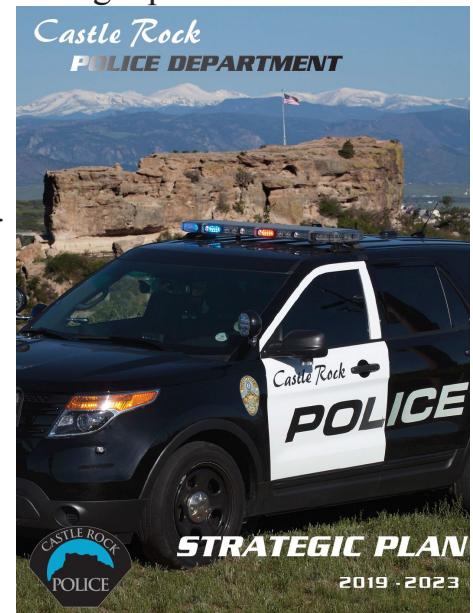
Priority 2: Traffic Safety

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)

## Thank you to Metzler's Chick-Fil-A Manager, Robin!



Officers Schlecht and Morrissey accept delicious charcuterie boxes

## Drug Take Back Day April 24



Officer Stark and Community Safety Volunteer Ellis collected 158 lbs of unused /unwanted prescription pills

# 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
APR	91	1.23	0.21	4.74	64.81
MAR	68	1.51	0.33	6.13	71.14
FEB	66	1.44	0.23	5.67	69.78
<b>2021 YTD</b>	<b>204</b>	<b>1.38</b>	<b>0.31</b>	<b>5.44</b>	<b>75.01</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>

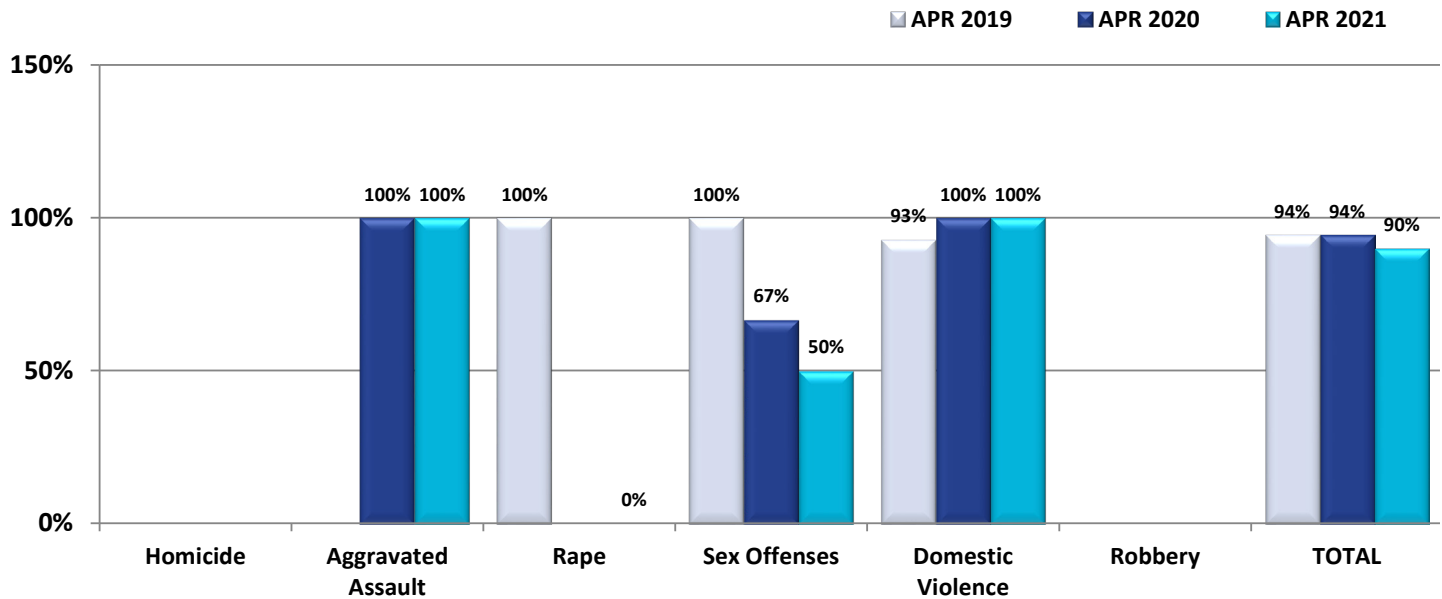
Persons Crime					
Crime Offense	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Homicide	0	0	0	0%	0
Rape	1	5	3	67%	4
Sex Offenses	2	3	5	-40%	8
Domestic Violence	14	64	49	31%	57
Aggravated Assault	3	8	7	14%	3
Robbery	0	1	1	0%	0
<b>Total Persons Crimes</b>	<b>20</b>	<b>81</b>	<b>65</b>	<b>25%</b>	<b>72</b>
Property Crime					
Crime Offense	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Burglary	5	29	25	16%	24
Fraud/Forgery	8	27	136	-80%	188
Motor Vehicle Theft	5	30	18	67%	22
Theft from Motor Vehicle	23	107	78	37%	69
Theft	42	266	191	39%	214
Vandalism	36	149	97	54%	97
<b>Total Property Crimes</b>	<b>119</b>	<b>608</b>	<b>545</b>	<b>12%</b>	<b>614</b>
<b>TOTAL ALL CRIMES (Person/Property)</b>	<b>139</b>	<b>689</b>	<b>610</b>	<b>13%</b>	<b>686</b>

# Priority 1: Crime (continued)

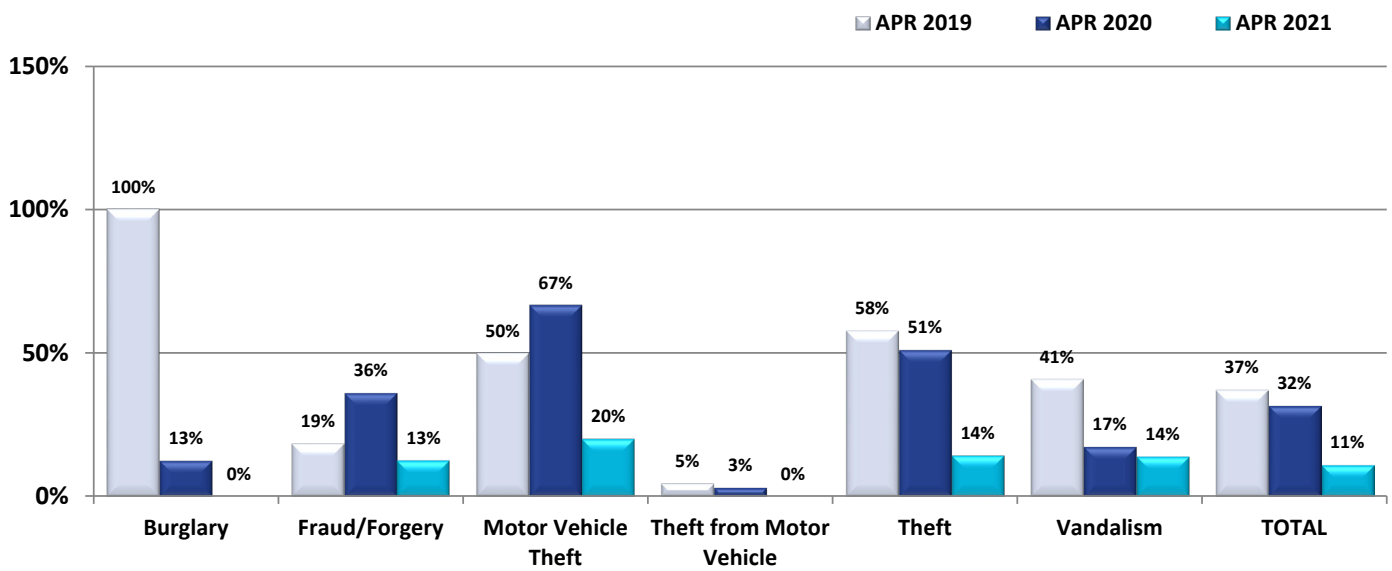


**Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders**

## 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)

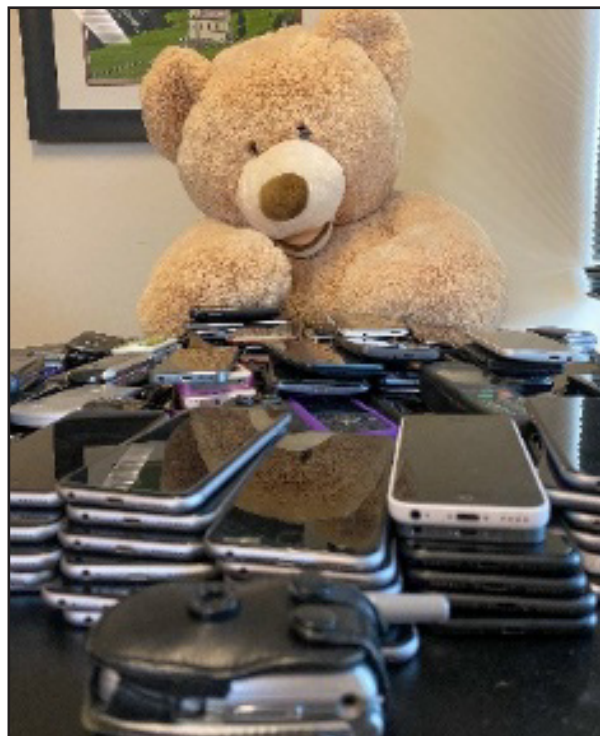
**Goal 3: Maintain the capability of effective emergency management as well as the response to, and recovery from, a critical incident**

Victims Assistance Unit (VAU)					
Activity	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Cases assigned - Staff Advocates	24	89	89	0%	88
Cases assigned - Volunteer Advocates	15	48	33	45%	45
Total cases assigned	39	137	122	12%	133
Total victims served	69	260	204	27%	255
Total office hours	0	0	0	0%	16
Total call out hours	12	43	29	48%	75

## CRPD Victims Assistance Unit

In April, the Victims Assistance Unit (VAU) volunteers attended officer-in-service training. The Investigations Unit presented back-to-basics on victim rights, domestic violence, child interviews, and strangulation. This was an opportunity for volunteers to re-connect with officers after a long COVID-required restriction on responding to call outs. VAU volunteers asked questions and observed as officers practiced scenario skills.

During the National Crime Victims' Rights Week, Castle Rock, Lone Tree, and Parker police departments and Douglas County Sheriff's Office collaborated in the 2nd Annual Cell Phone drive. Community members were invited to donate used cell phones, which will be wiped of any data. The phones will then be refurbished and redistributed to victims of crime to have police accessibility and intervention by dialing 911. Thanks to our generous community, hundreds of phones were collected.





# Priority 2: Traffic Safety



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

Traffic Crashes					
Crash Type	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Fatality	0	0	0	0%	0
Injury	2	9	12	-25%	13
Non-Injury	44	228	207	10%	273
<b>Traffic Crash Total</b>	<b>46</b>	<b>237</b>	<b>219</b>	<b>8%</b>	<b>286</b>
Traffic Enforcement					
Traffic Type	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Driving Under the Influence (DUI)	8	37	33	12%	32
Traffic Citations Departmentwide					
Call Type	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021	2019 YTD
Traffic Tickets Issued	85	409	469	-13%	533
Written Warnings	267	1,001	713	40%	907
<b>Total Traffic Stops</b>	<b>461</b>	<b>1,937</b>	<b>1,916</b>	<b>1%</b>	<b>1,940</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	% of Rate change from prior year
2021	0	80	0.000	-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 APR	2021 YTD	2020 YTD	3-Year Average
Hours	1,104.25	3,027.25	1,489.7	103.2%
Types of Trainings			Total Hours:	1,104.25
Internal/In-service (Firearms, Interview/Criminal Investigations, Leadership)			786.50	
External Training (DUI, Instructor Development, Homicide Investigations)			317.75	
Accomplishments / Recognition				
Type	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021
Compliments	7	42	40	5%
Recognition / Awards	1	17	4	325%



# 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**

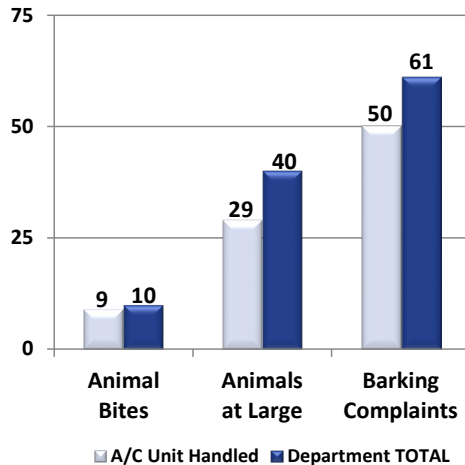
Calls for Service (CFS)					
Calls for Service (CFS) Per officer / Per 1st Responder	2021 APR 80 OFC /55	2021 YTD 80 OFC /55	2020 TOTAL 80 OFC/ 55	2019 TOTAL 79 OFC / 53	3-Year CRPD AVG YTD
CFS TOTAL, includes self-initiated (SI)	5,180	20,124	22,002	23,587	22,615
CFS, excludes self-initiated (SI)	1,864	7,215	6,827	7,377	7,428
Year-to-Date (Per 1,000 citizens)	<b>25.8</b>	<b>100.0</b>	<b>94.6</b>	<b>102.6</b>	<b>106.9</b>
CFS per officer, excludes self-initiated	23.3	90.2	85.3	93.4	95.5
CFS per 1st Responder, excl. self-initiated	33.9	131.2	124.1	139.2	140.6

Communication Incoming Phone Calls - April						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
April	507	18	3.05	99.0%	99.8%	212.1
March	454	15	2.92	99.1%	99.8%	196.7
February	385	15	3.09	99.5%	100.0%	196.7
<b>2021 YTD</b>	<b>1,778</b>	<b>16</b>	<b>3.02</b>	<b>99.3%</b>	<b>99.9%</b>	<b>202.5</b>
2020 Monthly AVG	495	16		96.8%	99.5%	190.9
APCO and NENA Standard:				<b>90.0%</b>	<b>95.0%</b>	
Apr. Administration Calls	4,067	136				
Apr. Outbound Calls	1,050	35				
<b>YTD-Administration Calls</b>	<b>16,812</b>	<b>140</b>				
<b>YTD-Outbound Calls</b>	<b>4,589</b>	<b>38</b>				

Downtown Liaison Officer (DLO)				
Type	2021 APR	2021 YTD	2020 YTD	% Change 2020-2021
Parking Enforcement/CFS	321	1,085	930	16.7%
Parking Warnings	118	482	272	77.2%
Parking Tickets	46	119	385	-69.1
Counter Accident Reports	0	2	12	-83.3%

# Priority 4: Future Growth (continued)

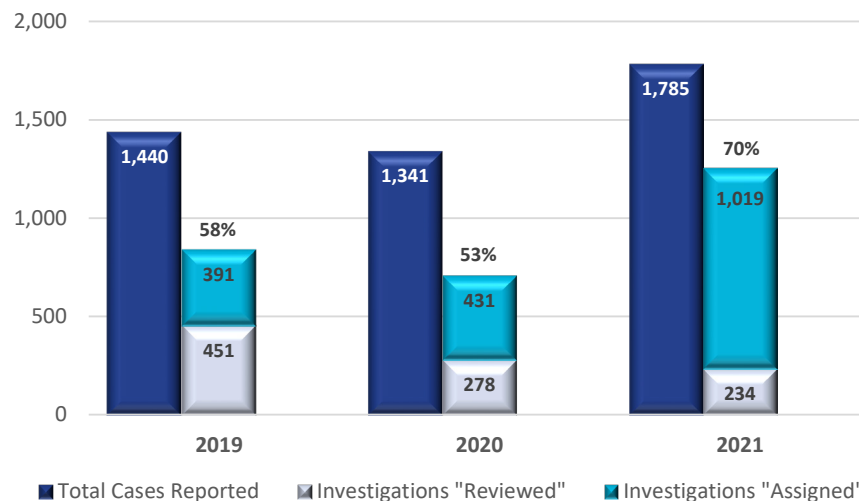
## Animal Control Response Comparison April 2021



The ACU handled:

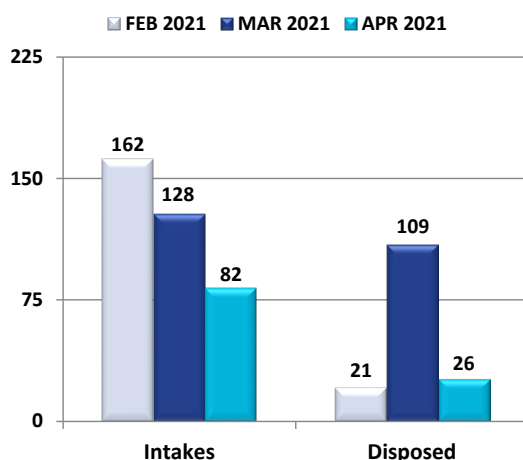
- 90 Percent of animal bites
- 73 Percent of animals at large
- 82 Percent of barking complaints

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

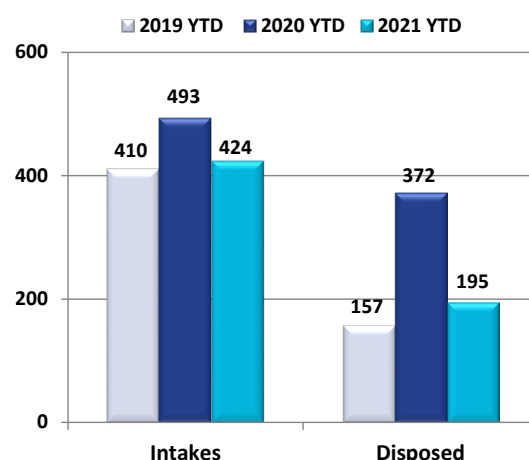


## Property & Evidence

### 3 Month Comparison



### 2019-2021 Year-to-Date



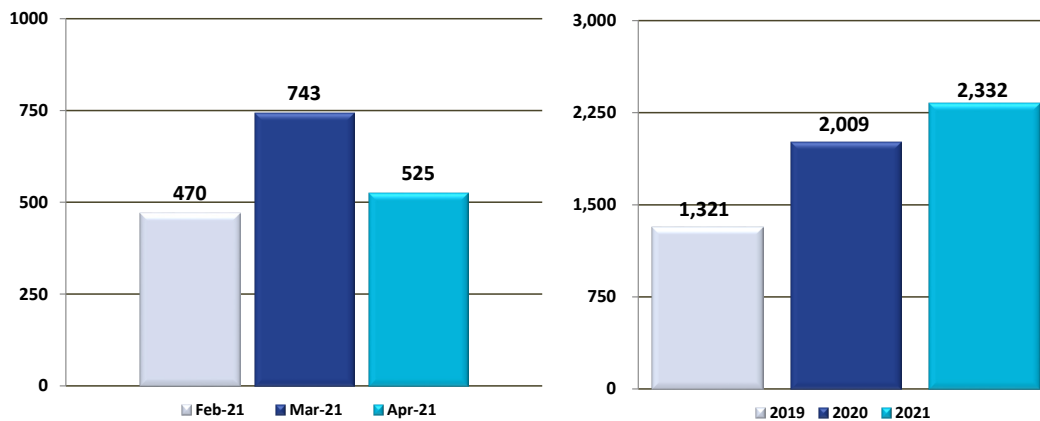
# Priority 4: Future Growth (continued)



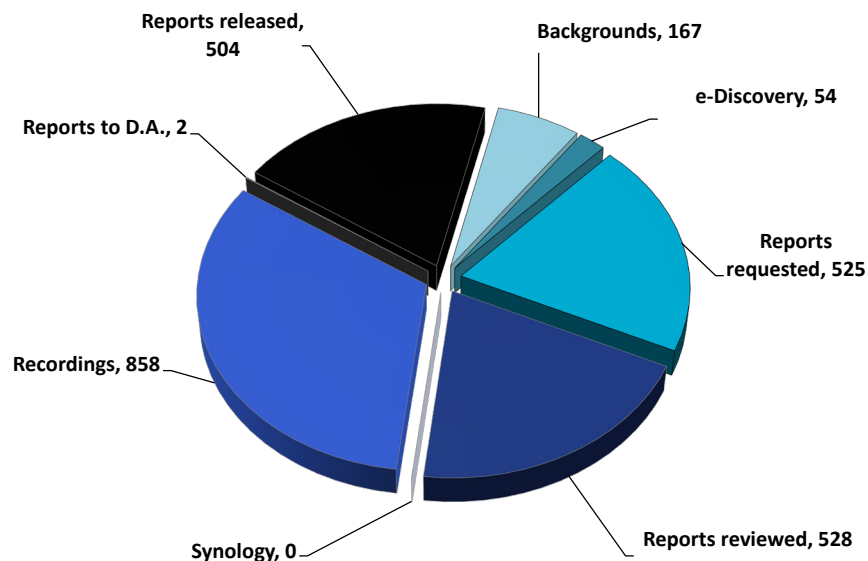
## Records Unit

Workload	Backgrounds	eDiscovery reports	Reports requested	Reports reviewed	Synology	Recordings	Reports to D.A.	Reports released
APR 2021	167	54	525	528	0	858	2	504
APR 2020	69	22	276	321	1	448	1	289
% Change 2020-2021	142.0%	145.5%	90.2%	64.5%	-100.0%	91.5%	100.0%	74.4%

## Reports Requested Three-Month Comparison      Year-to-Date (2019-2021)



## Records Unit Workload April 2021



# Priority 5: Community Policing & Partnerships

## Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs				
Running Program Types	2021 APR	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	9	544	497	9.5%
CPTED (Crime Prevention)	1	17	14	21.4%
R-U-OK	0	13	6	116.7%
<b>Total Activity</b>	<b>10</b>	<b>606</b>	<b>549</b>	<b>10.4%</b>
Volunteer Hours				
Unit Hours	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021
Explorer Unit*Apr not reported	N/A	444	425	N/A
Interns	0.0	0.0	0.0	N/A
R-U-OK*Apr not reported	0.0	7.9	N/A	N/A
Victim Advocates	458	1,844	1,704	8.2%
VIPS-Community Safety Vol.	161.0	202.0	546.0	-63.0%
VIPS-Admin & Investigative	42.0	108.0	280.5	-61.5%
<b>Total</b>	<b>871.0</b>	<b>2,605.9</b>	<b>2,955.5</b>	<b>-11.8%</b>

## Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)				
APR 2021	Facebook	Twitter	Nextdoor	Instagram
Followers	15,507	2,956	31,136	2,796
Number of posts	26	29	4	17
Total Engagement	12,805	429	4,677	3,735
	Police		Town	
Call outs/Incident Response	4		0	
	TOTAL			
Media Inquiries	15			

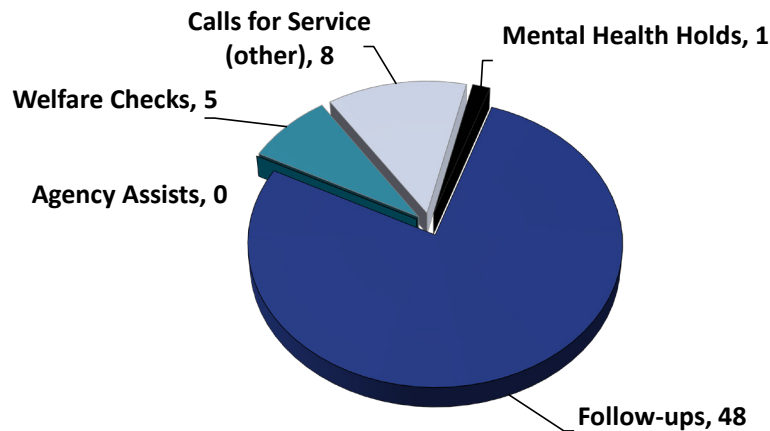


# Priority 6: Technology, Equipment & Practices

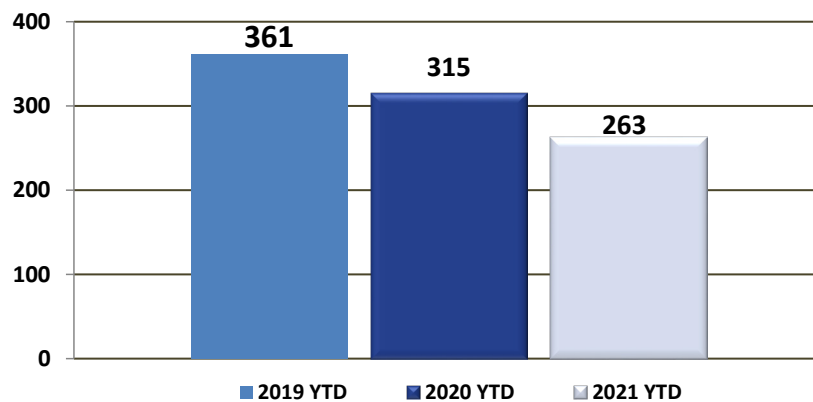


**Goal 1: Maintain and utilize the most effective technology, equipment and best practices**

## Community Response Team (CRT) Dashboard April 2021



## CRT Year-To-Date



Domestic Violence Lethality Assessment Program (LAP)				
Call Type	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021
Total LAP reports completed	9	47	34	38%
High Risk	4	25	18	39%

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.lapreporting.org)

ePoliceReporting				
Online Reports	2021 APR	2021 YTD	2020 YTD	% Change 2020 - 2021
Online reports received	61	566	97	483.5%

# Department Highlights

## K9 Unit Shogun & Maverick

### Patrol Deployments: 4

Officer Fellows and Shogun deployed on three article searches. Officer Gondeck and Maverick deployed once in April on a K9 search, which led to an arrest.

### Narcotics Deployments: 3

Officer Fellows and Shogun deployed three times in April (three vehicle sniffs, which resulted in the seizing of 1 gram Methamphetamine and four vials of suspected steroids).

### Training: 41 hours

Officer Gondeck/Maverick trained 27 hours.  
Officer Fellows/Shogun trained 14 hours.



Shogun



Maverick



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

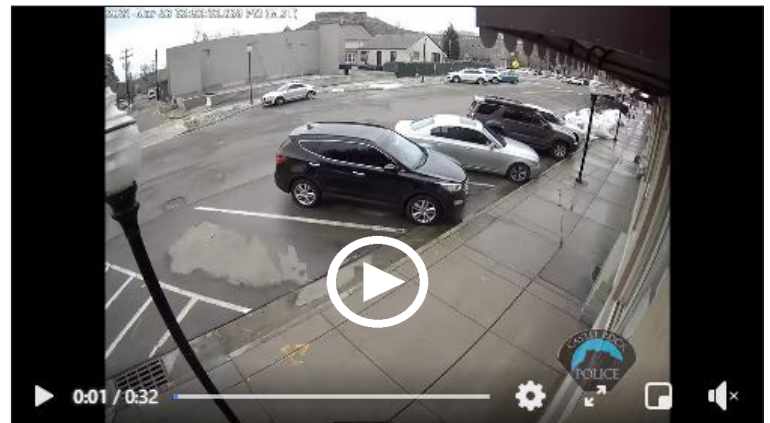
April 7, 1:15 p.m.

A Castle Rock woman was the victim of... a flyby! When she returned to her vehicle parked in downtown Castle Rock, she noticed a cracked windshield. The rock that was used was sitting nearby.

Castle Rock Police got straight to work investigating the criminal mischief. When officers pulled the surveillance video, the culprit was found to be... a crow?! Watch as it drops the rock mid-flight, landing square on the

windshield before bouncing to the hood of the car.

Seriously, you cannot make this stuff up. Unfortunately in this case, it wasn't the usual, "No harm, no foul." It was harm – from the FOWL! Case closed!



### Reach More People With This Post

You could reach up to 128 people daily by boosting your post for \$10.

11,035

People Reached

2,937

Engagements

Boost Post

😱👍 203

15 Comments 39 Shares

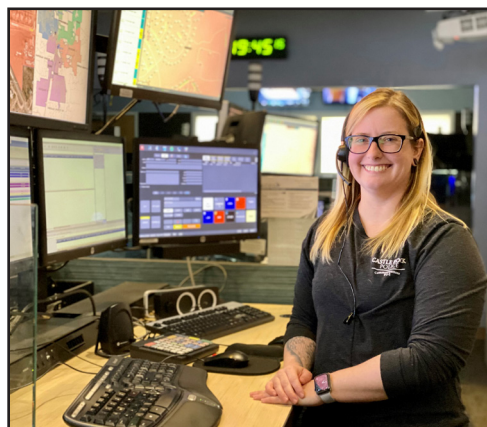




*Celebrating CRPD Employees Throughout the Month of April*



National Public Safety Telecommunicator's Week (Apr. 12)



National Public Safety Telecommunicator's Week (continued)



National Animal Care & Control Appreciation Week (Apr. 12) and Administrative Professionals Day (Apr. 21)

## ***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.