

Castle Rock

POLICE DEPARTMENT



June 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 just wanted to say thank you for the professional manner in which **Officer Finley** and the other officer who responded to the call (I did not get his name) approached [a recent interaction]. They acted without bias, as a neutral third party who were there to de-escalate a tense situation, exactly what I assume they are trained to do. I never once felt threatened by their presence in my home. In the current environment, where police engagement with the community seems to skew heavily negative, I just wanted to leave a positive comment and express my gratitude for their professional demeanor."*

J.H. (6/1/21)

*A citizen called to pass along his thanks to **Officer LaPorte**. He expressed how very nice she was and helped them out a great deal.*

Dispatcher Brungardt (6/3/21)

*To these officers [**Officers Ford, Radulovich, Burns, Manzanares, & Yowell**] and all of the other many Castle Rock Police Department officers, mental health crisis team etc... Thank you! We are so grateful for all you have done for our family over the past few months as we continue to struggle with drug and mental health issues with our [family member]. You have all gone above and beyond in your care of our entire family."*

K. Family (6/8/21)

*"I wanted to compliment **Officer W. Ford**. During my brief interaction with him, he was very courteous and professional and is a clear reason why we support all of our law enforcement professionals. You have a very demanding and dangerous challenge on a daily basis and feel it is important that you know there is widespread support for what you do in our communities. Thank you again for your professionalism and keep up the good work you do."*

M. Lawrence (6/1/21)

*"**Officer K. Lewis**, saw you on AP. Here in Lewisville (TX), I've experienced the disdain my own employees have, so it is really nice to see you out there doing a good job. Refreshing. I wish you could talk to my guys. Thanks for your service. Sincerely."*

J. McMullen, Texas (6/25/21)

*"My son was involved in a car accident in Castle Rock. I can't tell you how impressed I was with **Officer B. Schuster**. He addressed the matter professionally and treated me and my son with dignity. It was the kind of interaction I hope all of my sons have with law enforcement so they can see firsthand that police officers deserve the respect I have taught them is due. Thank you for protecting and serving this community."*

Roger S. (6/1/21)



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.castlerockgov.com/PDplan)

*"To whom it may concern, I just wanted to take a few moments and pass along my thanks and appreciation to **Officer Stoneking**. He responded to a crash that involved my 18 year old niece driving and her 9 year old sister. In the end, it was a minor wreck as wrecks go. But to an 18 year old that lived in a neighboring city 45 minutes away, it was devastating, as her vehicle needed to be towed from the scene. Officer Stoneking responded and spoke to my niece in a calming and compassionate manner. She fortunately had a family friend in the area that arrived to help fairly quickly. Unbeknown to Officer Stoneking, that family friend called me for advice/guidance, as I myself am a LEO in Colorado Springs, and had me on her Bluetooth headset. I was able to hear Officer Stoneking as he interacted with the friend and my niece, and pleased*

is an understatement. He was highly informative and concise with information of what to do and how to do it. He never spoke down to anyone, and made an 18 year old girl on the brink of tears truly feel like everything was going to be okay, even as he gave her a ticket.

My niece and friend both spoke of Officer Stoneking with the highest regards and I couldn't agree more.

This was her first experience with an Officer in an official capacity, and couldn't be happier with the response and service she received.

So from one Officer to another, please pass along a heartfelt thanks to Officer Stoneking. It's the little things that make the biggest impacts. Stay safe."

Chris F. (6/4/21)

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 |
| JUN | 65 | 1.36 | 0.28 | 4.93 | 61.12 |
| MAY | 91 | 1.54 | 0.22 | 4.67 | 66.49 |
| APR | 91 | 1.44 | 0.40 | 4.74 | 64.81 |
| 2021 YTD | 450 | 1.41 | 0.29 | 5.23 | 71.35 |
| 2021 MONTHLY AVG | 77 | 1.41 | 0.32 | 5.87 | 59.20 |

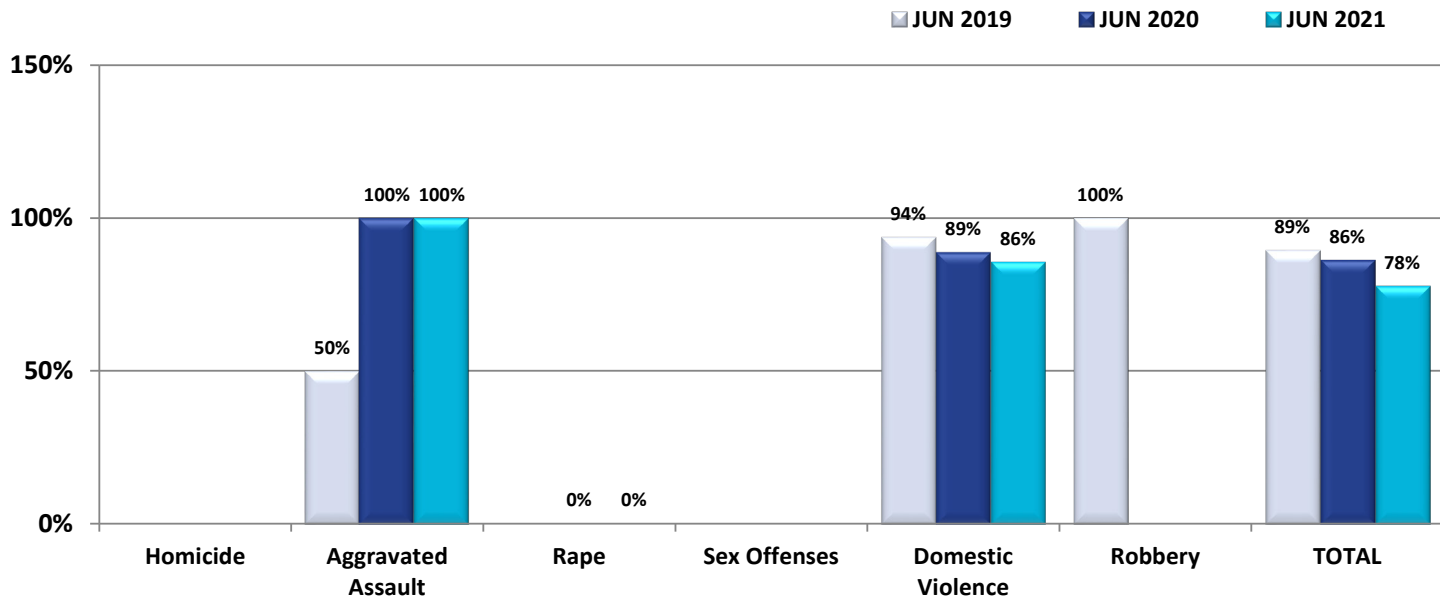
| Persons Crime | | | | | |
|---|-------------|--------------|-------------|-------------------------|--------------|
| Crime Offense | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Homicide | 0 | 0 | 0 | 0% | 0 |
| Rape | 1 | 6 | 4 | 50% | 5 |
| Sex Offenses | 0 | 5 | 7 | -29% | 10 |
| Domestic Violence | 7 | 75 | 82 | -9% | 86 |
| Aggravated Assault | 1 | 10 | 14 | -29% | 5 |
| Robbery | 0 | 4 | 1 | 300% | 1 |
| Total Persons Crimes | 9 | 100 | 108 | -7% | 107 |
| Property Crime | | | | | |
| Crime Offense | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Burglary | 10 | 46 | 37 | 24% | 41 |
| Fraud/Forgery | 11 | 45 | 171 | -74% | 270 |
| Motor Vehicle Theft | 16 | 52 | 37 | 41% | 31 |
| Theft from Motor Vehicle | 18 | 149 | 119 | 25% | 98 |
| Theft | 54 | 396 | 302 | 31% | 322 |
| Vandalism | 32 | 213 | 142 | 50% | 155 |
| Total Property Crimes | 141 | 901 | 808 | 12% | 917 |
| TOTAL ALL CRIMES (Person/Property) | 150 | 1,001 | 916 | 9% | 1,024 |

Priority 1: Crime (continued)

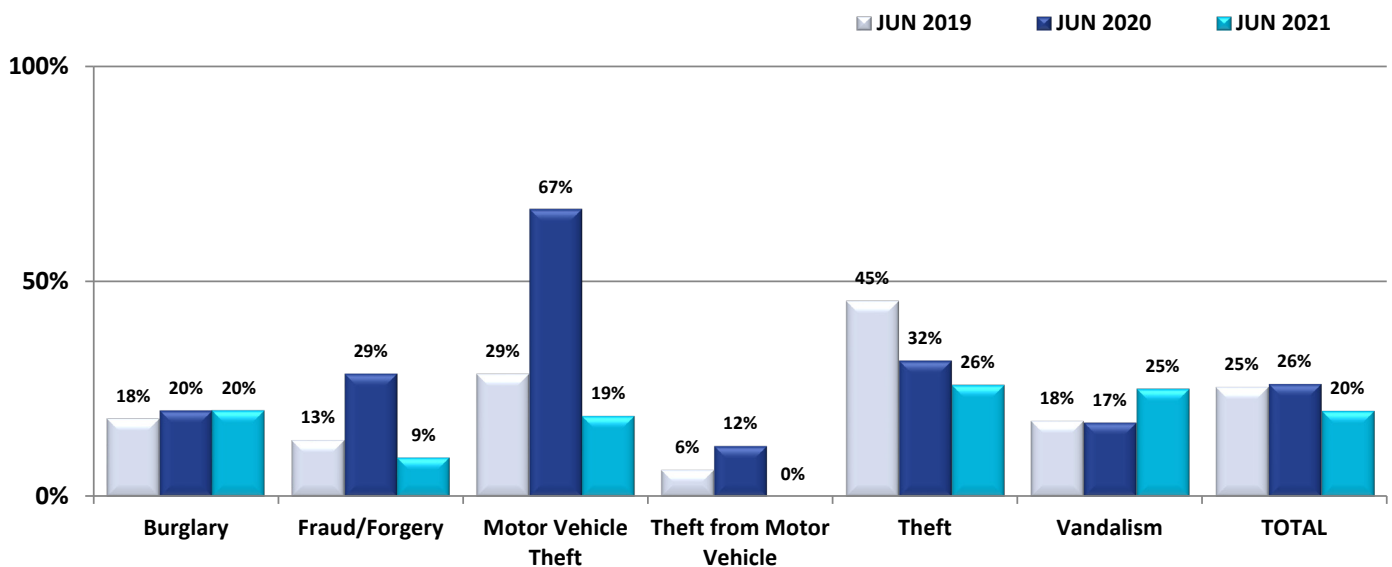


Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders

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 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Cases assigned - Staff Advocates | 15 | 124 | 134 | -7% | 134 |
| Cases assigned - Volunteer Advocates | 13 | 70 | 65 | 8% | 64 |
| Total cases assigned | 28 | 194 | 199 | -3% | 198 |
| Total victims served | 69 | 380 | 346 | 10% | 359 |
| Total office hours | 0 | 0 | 0 | 0% | 25 |
| Total call out hours | 25 | 81 | 52 | 56% | 123 |

CRPD Victims Assistance Unit

In June, the Victim Assistance Unit recruited for new volunteers. PIO Temby created a recruitment video, which aired on CRPD social media platforms on June 17. Three of our current volunteers did a fantastic job describing what it is like to be a volunteer and the rewards it provides not only to the community, but to each volunteer giving their time.



Victims Assistance Unit's Recruitment Video.
If reading electronically, select image to view.

Priority 2: Traffic Safety



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

| Traffic Crashes | | | | | |
|-----------------------------------|------------|--------------|--------------|----------------------|--------------|
| Crash Type | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Fatality | 0 | 0 | 0 | 0% | 0 |
| Injury | 3 | 13 | 14 | -7% | 21 |
| Non-Injury | 87 | 397 | 298 | 33% | 395 |
| Traffic Crash Total | 90 | 410 | 312 | 31% | 416 |
| Traffic Enforcement | | | | | |
| Traffic Type | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Driving Under the Influence (DUI) | 9 | 52 | 54 | -4% | 49 |
| Traffic Citations Departmentwide | | | | | |
| Call Type | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 | 2019 YTD |
| Traffic Tickets Issued | 145 | 867 | 700 | 24% | 958 |
| Written Warnings | 131 | 1,389 | 934 | 49% | 1,342 |
| Total Traffic Stops | 511 | 3,175 | 3,073 | 3% | 3,247 |

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 | 1 | 80 | 0.0125 | -87.5 |
| 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 JUN | 2021 YTD | 2020 YTD | 2-Year AVG YTD |
| Hours | 712 | | | |
| Types of Trainings | | | Total Hours: 712 | |
| Internal/In-service (Active Shooter, Leadership, Firearms, Arrest Control) | | | 587 | |
| External Training (SWAT School, Interview & Interrogation, CJIS/CCIC, Crisis Intervention for Youth) | | | 125 | |

| Accomplishments / Recognition | | | | |
|-------------------------------|----------|----------|----------|----------------------|
| Type | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Compliments | 8 | 59 | 78 | -24% |
| Recognition / Awards | 1 | 45 | 4 | 1,025% |

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 JUN 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) | 4,630 | 30,221 | 32,477 | 35,095 | 34,218 |
| CFS, excludes self-initiated (SI) | 2,163 | 11,449 | 10,826 | 11,456 | 11,664 |
| Year-to-Date (Per 1,000 citizens) | 30 | 159 | 150 | 159 | 168 |
| CFS per officer, excludes self-initiated | 27 | 143 | 135 | 145 | 150 |
| CFS per 1st Responder, excl. self-initiated | 39 | 208 | 197 | 216 | 221 |

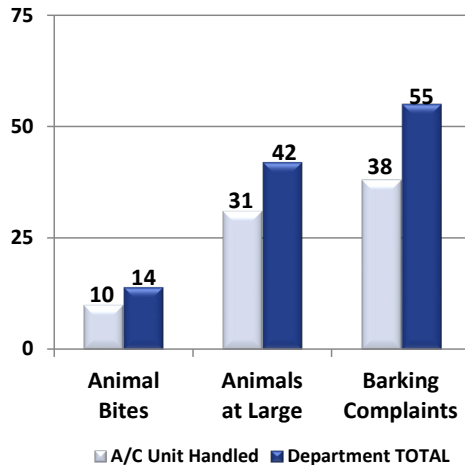
| Communication Incoming Phone Calls - May | | | | | | |
|--|---------------|-------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 911 Calls | # of Calls | Avg per Day | AVG Answer Time (sec) | Answer Time ≤10 secs. | Answer Time ≤15 secs. | AVG Call Length (sec) |
| June | 569 | 19 | 2.93 | 99.47% | 100.00% | 171.6 |
| May | 579 | 19 | 3.26 | 98.19% | 99.82% | 186.2 |
| April | 507 | 18 | 3.05 | 99.01% | 99.80% | 212.1 |
| 2021 YTD | 3,022 | 16 | 2.97 | 99.17 | 99.90% | 186.9 |
| 2020 Monthly AVG | 495 | 16 | | 96.80% | 99.50% | 190.9 |
| APCO and NENA Standard: | | | | 90.0% | 95.0% | N/A |
| June Administration Calls | 4,855 | 162 | | | | |
| June Outbound Calls | 1,173 | 39 | | | | |
| YTD-Administration Calls | 26,607 | 146 | | 98.67% | 99.68% | 113.9 |
| YTD-Outbound Calls | 7,057 | 39 | | | | |

| Downtown Liaison Officer (DLO) | | | | |
|--------------------------------|-------------|-------------|-------------|-----------------------|
| Type | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020-2021 |
| Parking Enforcement/CFS | 143 | 1559 | 946 | 64.8% |
| Parking Warnings | 37 | 612 | 272 | 125.0% |
| Parking Tickets | 49 | 185 | 385 | -51.9% |
| Counter Accident Reports | 0 | 3 | 12 | -75.0% |

Priority 4: Future Growth (continued)

Animal Control Response Comparison

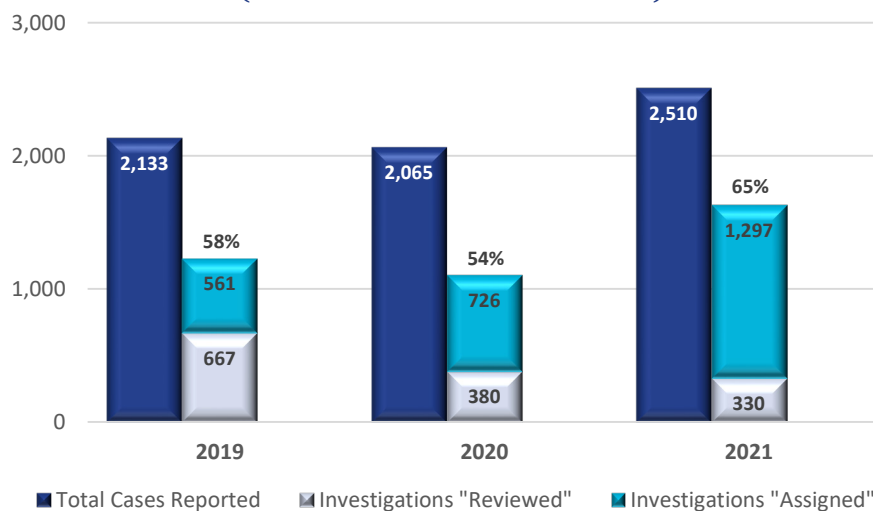
June 2021



The ACU handled:

- 71 Percent of animal bites
- 74 Percent of animals at large
- 69 Percent of barking complaints

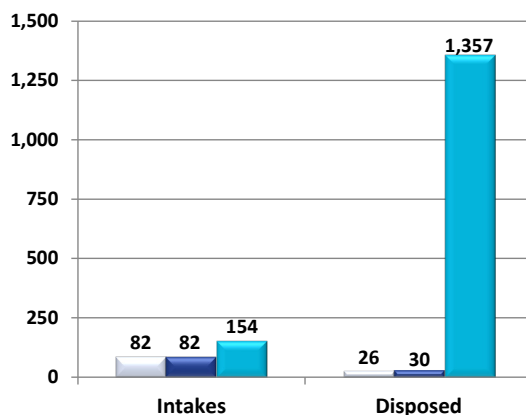
Investigations Case Reports (2019-2021 Year-to-Date)



Property & Evidence

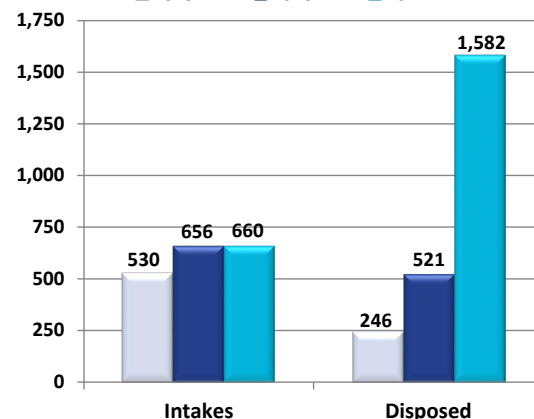
3 Month Comparison

APR 2021 MAY 2021 JUN 2021



2019-2021 Year-to-Date

2019 YTD 2020 YTD 2021 YTD



Priority 4: Future Growth (continued)

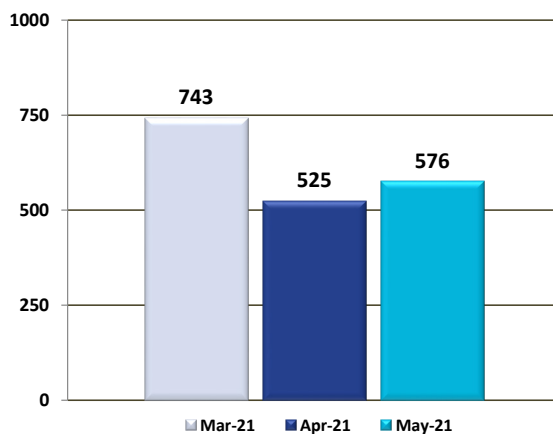


Records Unit

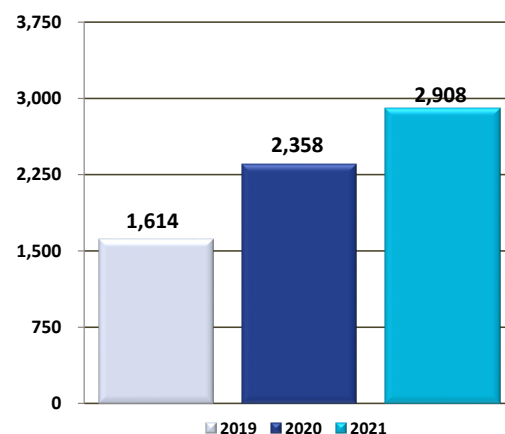
| Workload | Backgrounds | eDiscovery reports | Reports requested | Reports reviewed | Synology | Recordings | Reports to D.A. | Reports released |
|--------------------|-------------|--------------------|-------------------|------------------|----------|------------|-----------------|------------------|
| JUN 2021 | 96 | 103 | 795 | 810 | 0 | 1,496 | 3 | 766 |
| JUN 2020 | 111 | 53 | 508 | 529 | 0 | 1,001 | 1 | 484 |
| % Change 2020-2021 | -13.5% | 94.3% | 56.5% | 53.1% | #DIV/0! | 49.5% | 200.0% | 58.3% |

Reports Requested

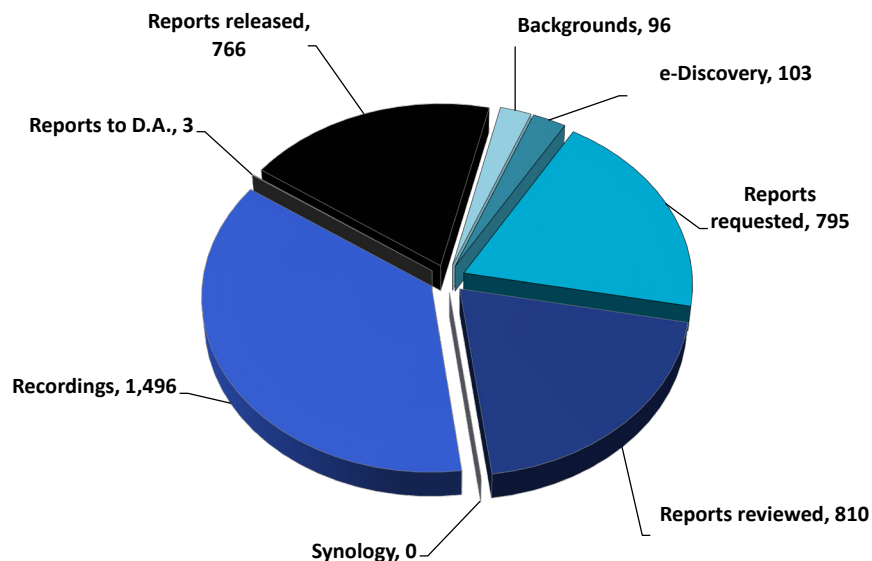
Three-Month Comparison



Year-to-Date (2019-2021)



Records Unit Workload June 2021



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

| Crime Prevention and Community Partnership Programs | | | | |
|---|---------------|----------------|----------------|----------------------|
| Running Program Types | 2021 JUN | 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 | 0 | 547 | 497 | 10.1% |
| CPTED (Crime Prevention) | 1 | 19 | 14 | 35.7% |
| R-U-OK | 0 | 13 | 6 | 116.7% |
| Total Activity | 1 | 611 | 549 | 11.3% |
| Volunteer Hours | | | | |
| Unit Hours | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Explorer Unit | 324.0 | 1134.0 | 544.0 | 108.5% |
| R-U-OK | 0.0 | 7.9 | N/A | N/A |
| Victim Advocates | 430 | 2,773 | 2,563 | 8.2% |
| VIPS-Community Safety Vol. | 217.5 | 572.0 | 597.0 | -4.2% |
| VIPS-Administrative | 31.0 | 152.0 | 281.0 | -45.9% |
| Total | 1002.5 | 4,638.9 | 3,985.0 | 16.4% |

Goal 2: Optimize communication and marketing programs

| Public Information Officer (PIO) | | | | |
|----------------------------------|----------|---------|----------|-----------|
| JUN 2021 | Facebook | Twitter | Nextdoor | Instagram |
| Followers | 15,759 | 3,016 | 31,880 | 2,859 |
| Number of posts | 29 | 18 | 8 | 18 |
| Total Engagement | 24,469 | 223 | 9,542 | 4,698 |
| | Police | | Town | |
| Call outs/Incident Response | 0 | | 1 | |
| | TOTAL | | | |
| Media Inquiries | 9 | | | |

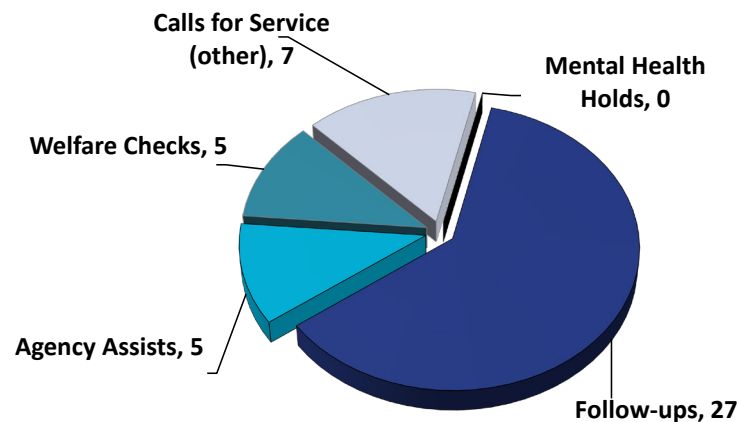
Priority 6: Technology, Equipment & Practices



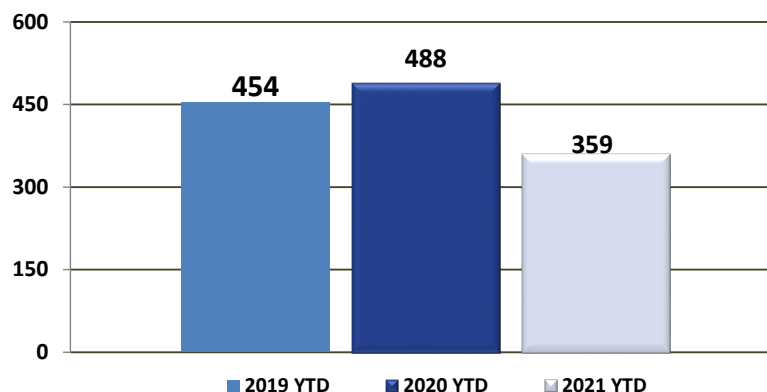
Goal 1: Maintain and utilize the most effective technology, equipment and best practices

Community Response Team (CRT) Dashboard

June 2021



CRT Year-To-Date



| Domestic Violence Lethality Assessment Program (LAP) | | | | |
|--|----------|----------|----------|----------------------|
| Call Type | 2021 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Total LAP reports completed | 6 | 61 | 64 | -5% |
| High Risk | 3 | 32 | 38 | -16% |

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 JUN | 2021 YTD | 2020 YTD | % Change 2020 - 2021 |
| Online reports received | 38 | 634 | 168 | 277.4% |

Department Highlights

K9 Unit Shogun & Maverick

Patrol Deployments: 2

Officer Gondeck and Maverick deployed once in June for a K9 protect. Officer Fellows and Shogun also deployed once to assist another agency.

Narcotics Deployments: 4

Officer Fellows and Shogun deployed once on a vehicle sniff. Officer Gondeck and Maverick deployed three times on vehicle sniffs. Total seized by Shogun/Fellows: 8.1 g. Heroin and 3.5g Methamphetamine

Training: 58 hours

Officer Gondeck/Maverick trained 26 hours, and Officer Fellows/Shogun trained 32 hours.



Maverick



Shogun



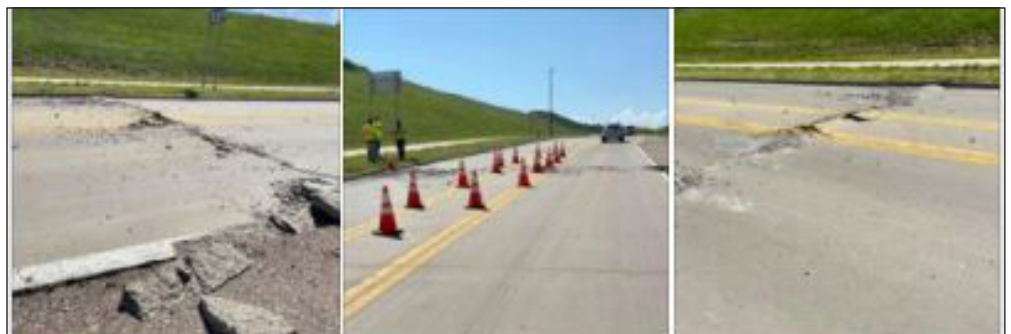
PIO Temby's Corner June's Top Post

June 14, 3:03 p.m.

The top post this month goes to the TRAFFIC ADVISORY: Please be advised, we are expecting major delays on WB Plum Creek Pkwy between I-25 and the Miller Activity Complex (MAC). Part of the roadway buckled, so crews are on scene to make emergency repairs.

The construction is expected to last hours. Drivers are encouraged to avoid this area if at all possible as traffic will be slowed - and stopped - at many points. Thank you for your patience as we work to get this fixed as quickly as possible!

UPDATE: Temporary repairs have been made, and the roadway is open in both directions. A more permanent repair will be done soon.



123

34 Comments 75 Shares

Citizens Police Academy



Commander Jason Lyons (far left) and the recent graduates

Youth Police Academy



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.

Visit us at [CRgov.com/Police](https://www.CRgov.com/Police) or Follow us:



CRpoliceCO