

*Castle Rock*

***POLICE DEPARTMENT***



***AUGUST 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.

*"Hi there! I just wanted to give a shout out for Officer Stoneking who assisted in my son's car accident yesterday! He was so supportive and kind with both kids involved and truly made the experience less traumatizing for my son (new driver/first accident/citation)!!! Thank you to all of you and please let him know we thought he was great!!!"*

*Anne H. & Gavin A. (8/18/21)*

*"Just a reminder not to leave valuables in your car. A friend left her purse in my car while we were hiking at Gateway Mesa and they broke a window and stole it. Officer Yowell with CRPD was excellent."*

*Tyson J. (8/13/21)*

*"I recently got into a car accident and just wanted to leave a note that both Officer Stoneking and Officer Webster were extremely kind, and I appreciated the way they handled the situation. I have never been into an accident or received a ticket before this instance so I am grateful I had this experience with both Officers who helped calm my nerves and assure me it was going to be ok."*

*Jamie M. (8/12/21)*

*Dispatch reported a caller stated Officer Houser had just left her house and was "polite, charming, warm and lovely." She also extended compliments to the police force as a whole.*

*Jan (8/4/21)*

*"I wanted to send a quick email to tell you about my experience with Officer Manzanares. I had an elderly woman knock at my door who was confused and was asking for directions. The woman had 4 or 5 sets of written directions in her hands so it seemed I wasn't the first stop. I didn't feel right sending her off so I called the Castle Rock Police since it was obvious this woman needed help. Officer Manzanares arrived to take care of the situation. Her professionalism, calmness and caring were evident in handling the issue. She made the confused elderly woman feel safe and was able to get her home. I don't think this is normally the type of issue the police have to handle and this is why I thought it was so impressive how Officer Manzanares resolved things. She was amazing and just wanted to let her bosses know. Have a Great Day!"*

*Tom H., SMSgt (8/15/21)*

*"Hello Chief Cauley! My family and I moved to Castle Rock from the Springs in May (two years there, we moved there from the east coast!). We are absolutely LOVING living here. We are so happy to call it home! I just wanted to pass along some words of appreciation and encouragement. It has been such a pleasure to see such a citizen-facing and community-minded squad. The social media is incredible and the EVENTS... so much fun! I know officials in your capacity have been having a rough couple of years, but please know (and pass along to your officers) that there are many of us out here so grateful for all the work you do for all of us, to make it safe and even fun!"*

*Cindy (8/9/21)*

# 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.crgov.com/PDplan)

## Sweets For Service Appreciation



Another sweet surprise from Rocky Mountain Chocolate Factory Café Castle Rock! We are so thankful for the support of Jacob, Bri and Jackson who generously gifted our department with a mountain of mouth-watering fudge! Each year, our local Rocky Mountain Chocolate Factory hosts its "Sweets for Service" campaign. When you purchase fudge in the month of July from their store, Jacob, Bri and Jackson match it with a fudge donation to Castle Rock's first responders.

Our officers, dispatchers and staff are so thankful for your kindness!



# 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
AUG	95	1.70	0.27	<b>5.58</b>	54.84
JUL	84	1.35	0.29	<b>5.52</b>	74.66
JUN	65	1.36	0.28	<b>4.93</b>	61.12
<b>2021 YTD</b>	<b>629</b>	<b>1.44</b>	<b>0.29</b>	<b>5.31</b>	<b>69.70</b>
<b>2020 MO. AVG</b>	<b>77</b>	<b>1.41</b>	<b>0.32</b>	<b>5.87</b>	<b>59.20</b>

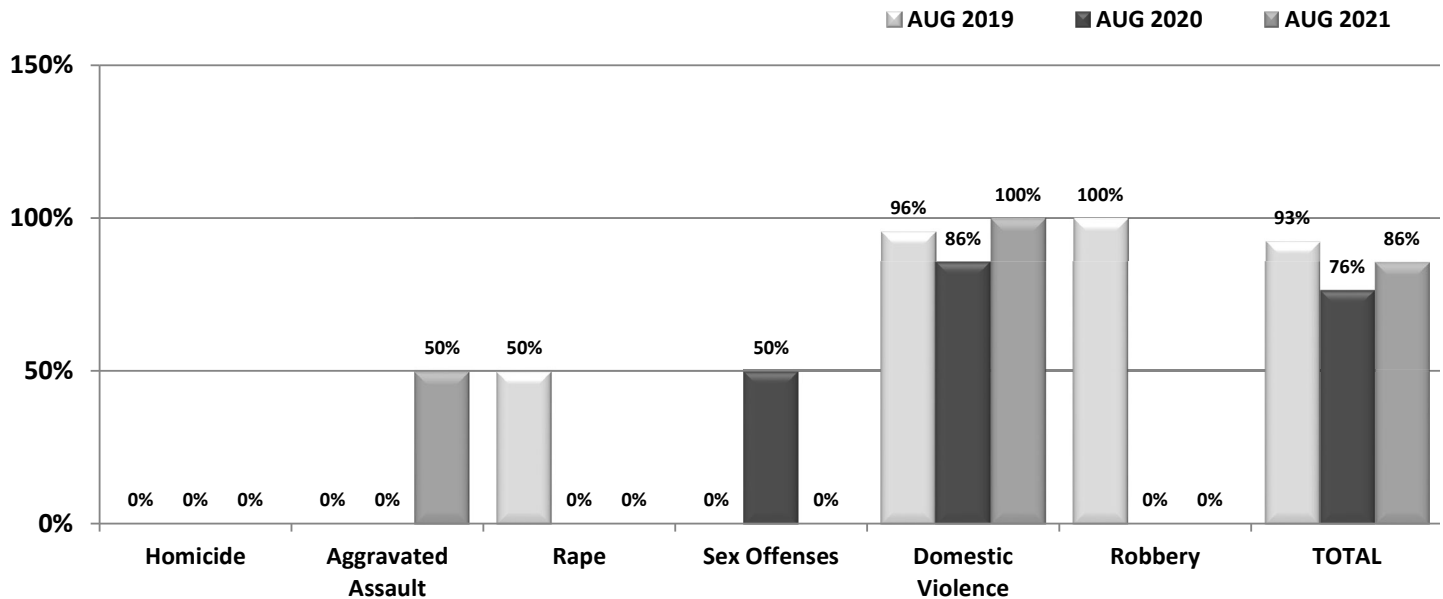
Persons Crime						
Crime Offense	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Homicide	0	0	0	0	0	N/A
Rape	0	1	1	7	6	17%
Sex Offenses	1	2	2	10	10	0%
Domestic Violence	11	14	17	106	122	-13%
Aggravated Assault	2	0	2	14	16	-13%
Robbery	0	0	0	5	1	400%
<b>Total Persons Crimes</b>	<b>14</b>	<b>17</b>	<b>22</b>	<b>142</b>	<b>155</b>	<b>-8%</b>
Property Crime						
Crime Offense	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Burglary	8	6	7	67	47	43%
Fraud/Forgery	5	11	27	50	191	-74%
Motor Vehicle Theft	7	4	6	58	47	23%
Theft from Motor Vehicle	22	39	21	202	177	14%
Theft	59	51	53	527	440	20%
Vandalism	29	223	29	288	223	29%
<b>Total Property Crimes</b>	<b>130</b>	<b>334</b>	<b>143</b>	<b>1,192</b>	<b>1,125</b>	<b>6%</b>
<b>TOTAL ALL CRIMES (Person/Property)</b>	<b>144</b>	<b>351</b>	<b>165</b>	<b>1,334</b>	<b>1,280</b>	<b>4%</b>

# Priority 1: Crime (continued)

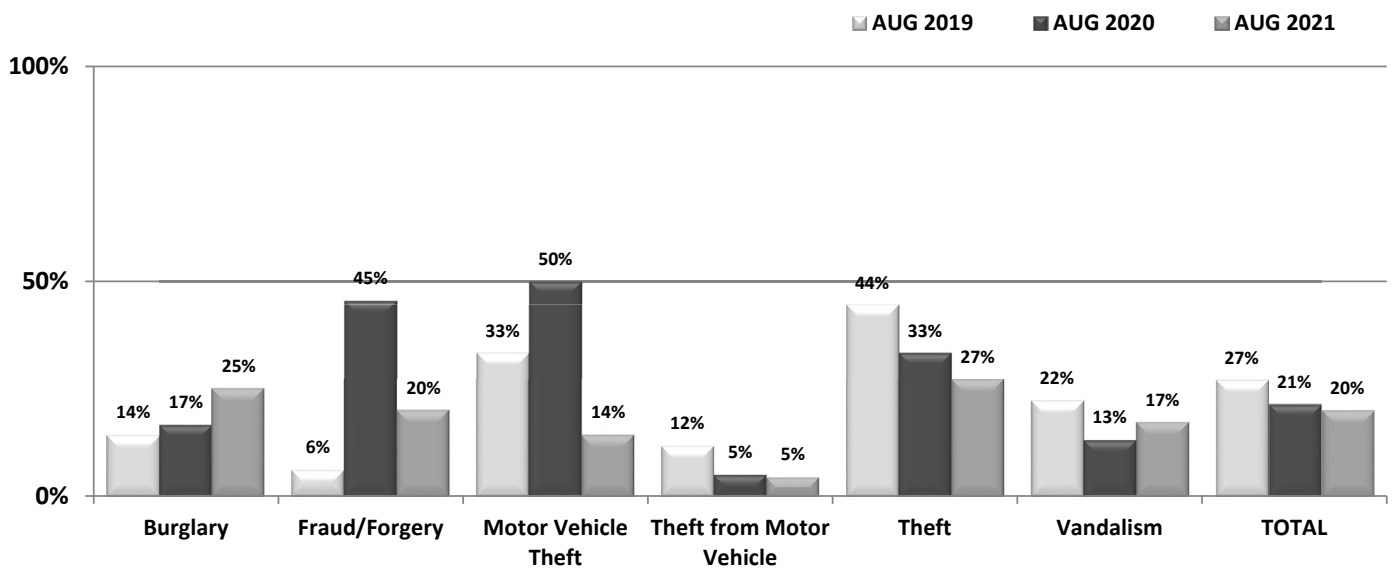


**Goal 2: Maintain an investigative capability to identify, apprehend, and assist with the prosecution of criminal offenders**

## 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 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Cases assigned - Staff Advocates	17	23	23	157	173	-9%
Cases assigned - Volunteer Advocates	10	7	10	99	87	14%
Total cases assigned	27	30	33	256	260	-2%
Total victims served	46	52	62	484	445	9%
Total office hours	0	0	6	2	0	N/A
Total call out hours	5	10	17	106	72	47%

### CRPD Victims Assistance Unit

Victim Advocate Daylan Wallace presented at the Police Youth Academy. Daylan shared what her role is in serving victims and our community and how it dovetails with serving the youth as well.

The greater Colorado law enforcement community and Castle Rock residents celebrated our VA coordinator on her surprise engagement at her fiancé's retirement ceremony! The Castle Rock Police Department and Arapahoe Sheriff's Office each posted the news on social media where people from around the state sent in their congratulatory messages.



A huge thanks to Arapahoe County Sheriff's Office for sharing the photos with us 🙏



# Priority 2: Traffic Safety



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

Traffic Crashes						
Crash Type	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Fatality	0	0	0	0	0	N/A
Injury	5	3	2	21	20	5%
Non-Injury	63	67	67	525	420	25%
<b>Traffic Crash Total</b>	<b>68</b>	<b>70</b>	<b>69</b>	<b>546</b>	<b>440</b>	<b>24%</b>
Traffic Enforcement						
Traffic Type	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Driving Under the Influence (DUI)	8	10	9	70	69	1%
Traffic Citations Departmentwide						
Call Type	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Traffic Tickets Issued	130	70	129	1,084	981	10%
Written Warnings	72	282	223	1,555	1,570	-1%
<b>Total Traffic Stops</b>	<b>246</b>	<b>696</b>	<b>521</b>	<b>3,421</b>	<b>3,769</b>	<b>-9%</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	2	80	0.025	-75.0%
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 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Hours	503.00	1,101.00	537.1	6,522.3	5,017.0	30.0%
Types of Trainings					Hours per Type	
Internal/In-service (firearms, crime scene investigations)					410	
External Training (accident investigations, CORA, Language-Spanish)					93	
Note: Three CRPD Firearms instructors taught a 16-hour Red Dot Pistol Instructor Course at the Rocky Mountain Tactical Team Officers Association (RMTTA) annual conference.						

Accomplishments / Recognition						
Type	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Compliments	13	18	8.8	77	133	-42%
Recognition / Awards	2	0	6.0	52	4	1,200.00%



# 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**

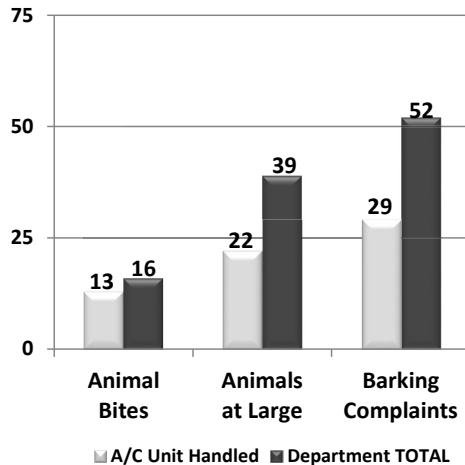
Calls for Service (CFS)						
Calls for Service (CFS) Per officer / Per 1st Responder	2021 AUG 80 OFC /55	2020 AUG 80 OFC /55	3-YR MO. AVG	2021 YTD 80 OFC /55	2020 YTD 80 OFC / 55	% Change 2020-2021
CFS TOTAL, includes self-initiated (SI)	4,767	5,263	5,537	39,146	43,267	-9.5%
CFS, excludes self-initiated (SI)	2,328	2,196	1,990	16,176	15,223	6.3%
Year-to-Date (Per 1,000 citizens)	<b>32.3</b>	<b>30.4</b>	<b>28.5</b>	<b>224.1</b>	<b>210.9</b>	<b>6.3%</b>
CFS per officer, excludes self-initiated	29.1	27.5	25.5	202.2	190.3	6.3%
CFS per 1st Responder, excl. self-initiated	42.3	39.9	37.6	294.1	276.8	6.3%
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)
August	642	21	3.7	97.51%	99.84%	176.3
July	616	20	3.18	99.03%	100.00%	172.4
June	569	19	2.93	99.47%	100.00%	171.6
<b>2021 YTD</b>	<b>4,286</b>	<b>18</b>	<b>3.11</b>	<b>98.90%</b>	<b>99.91%</b>	<b>187.6</b>
2020 Monthly AVG	495	16.3		96.80%	99.50%	190.9
APCO and NENA Standard:*				<b>90.0%</b>	<b>95.0%</b>	N/A
Aug Administration Calls	5,087	164				
August Outbound Calls	1,157	37				
<b>YTD-Administration Calls</b>	<b>36,986</b>	<b>152</b>				
<b>YTD-Outbound Calls</b>	<b>9,575</b>	<b>39</b>				

\*Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA)

Downtown Liaison Officer (DLO)						
Type	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Parking Enforcement/CFS	52	237	128.0	1702	1,408	20.9%
Parking Warnings	9	121	61.4	653	588	11.1%
Parking Tickets	15	20	54.8	216	413	-47.7%
Counter Accident Reports	0	2	1.5	3	16	-81.3%

# Priority 4: Future Growth (continued)

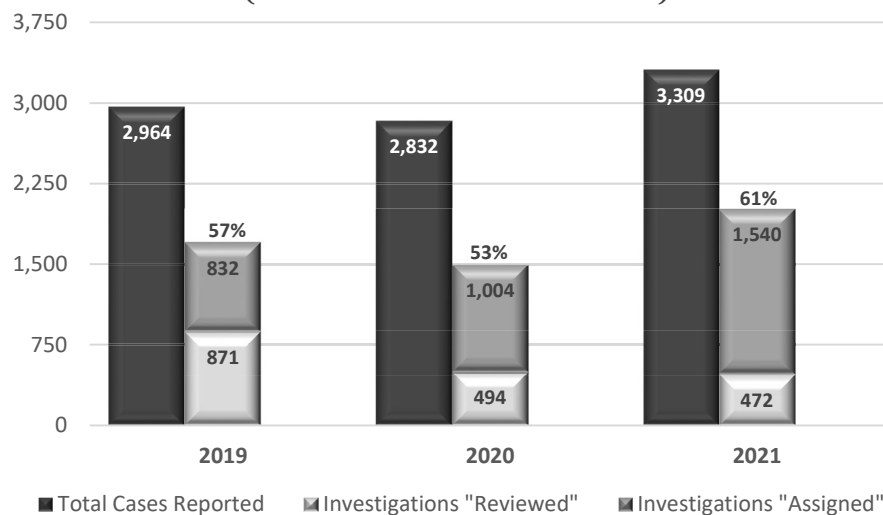
## Animal Control Response Comparison AUGUST 2021



The ACU handled:

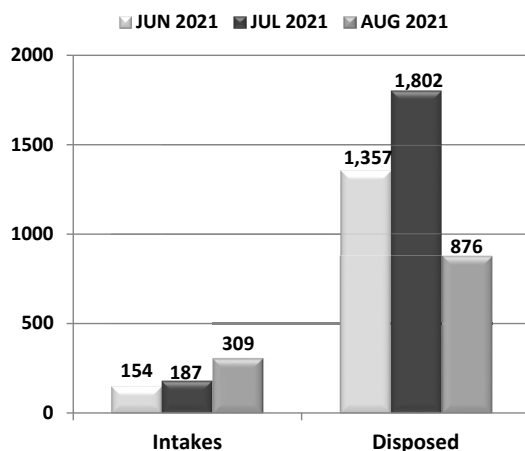
- 81 Percent of animal bites
- 56 Percent of animals at large
- 56 Percent of barking complaints

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

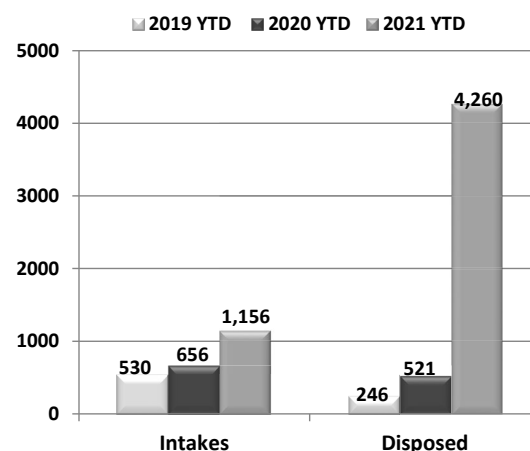


## Property & Evidence

### 3 Month Comparison



### 2019-2021 Year-to-Date



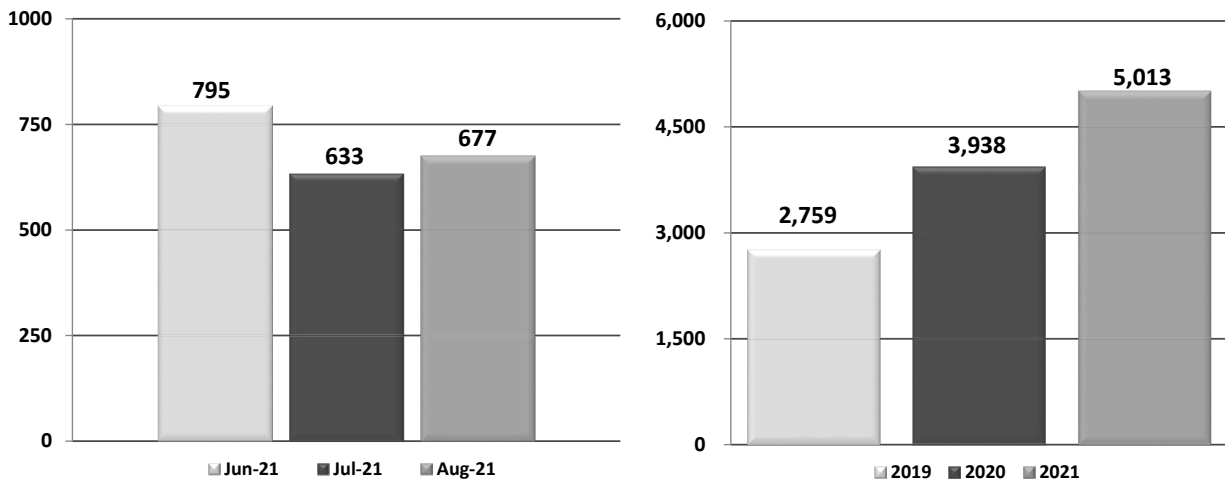
# Priority 4: Future Growth (continued)



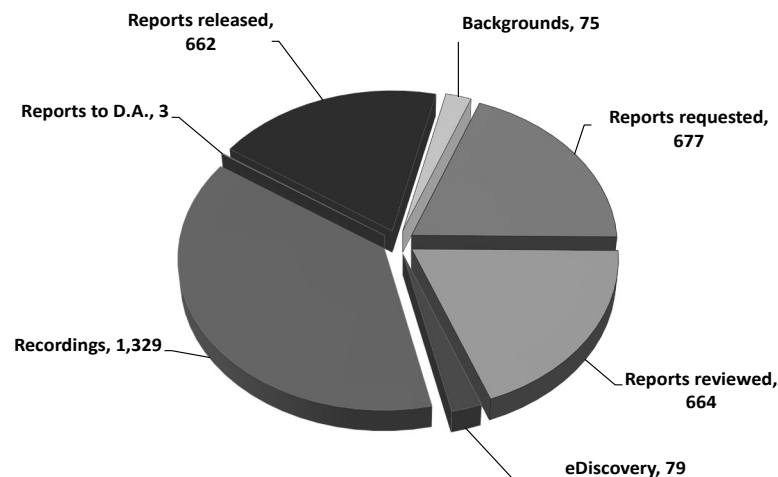
## Records Unit

Workload	Backgrounds	eDiscovery reports	Reports requested	Reports reviewed	Synology	Recordings	Reports to D.A.	Reports released
AUG 2021	75	677	664	79	5	1,329	3	662
AUG 2020	163	45	486	529	0	510	4	501
% Change 2020-2021	-54.0%	1404.4%	36.6%	-85.1%	N/A	160.6%	-25.0%	32.1%
3-YR MO. AVG.	95	409	422	62	5	436	12	381

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



## Records Unit Workload AUGUST 2021



# Priority 5: Community Policing & Partnerships

## Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Crime Free Multi-Housing	0	0	1.8	23	23	0.0%
Crime Free Self-Storage	0	3	0.4	9	9	0.0%
Rock Watch	0	18	30.4	547	497	10.1%
CPTED (Crime Prevention)	0	1	0.6	19	14	35.7%
R-U-OK	0	0	N/A	14	6	133.3%
<b>Total Activity</b>	<b>0</b>	<b>22</b>	<b>8.3</b>	<b>612</b>	<b>549</b>	<b>11.5%</b>
Volunteer Hours						
Unit Hours	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Explorer Unit	120.0	176.0	195.8	1,630.0	743.5	119.2%
Interns	0.0	0.0	6.6	0.0	0.0	0.0%
Victim Advocates	465	396	439.2	3,702	3,372	10%
VIPS-Community Safety Vol.	138.0	78.5	206.5	901.0	765.8	17.7%
VIPS-Admin & Investigative	17.0	20.0	40.4	192.0	301.0	-36.2%
<b>Total</b>	<b>740.0</b>	<b>670.5</b>	<b>888.4</b>	<b>6,425.0</b>	<b>5,182.3</b>	<b>24.0%</b>

## Goal 2: Optimize communication and marketing programs

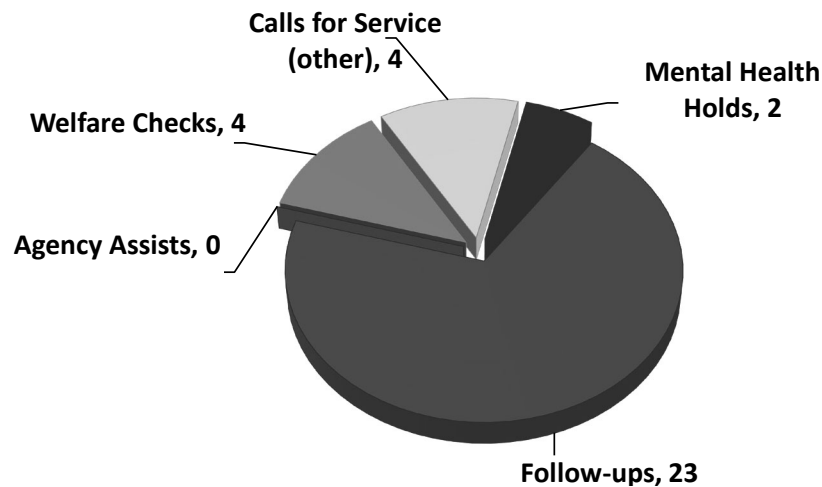
Public Information Officer (PIO)				
AUG 2021	Facebook	Twitter	Nextdoor	Instagram
Followers	16,223	3,137	32,758	3,015
Number of posts	26	29	5	19
Total Engagement	31,617	416	10,438	4,214
	Police		Town	
Call outs/Incident Response	6		0	
	TOTAL			
Media Inquiries	10			

# Priority 6: Technology, Equipment & Practices

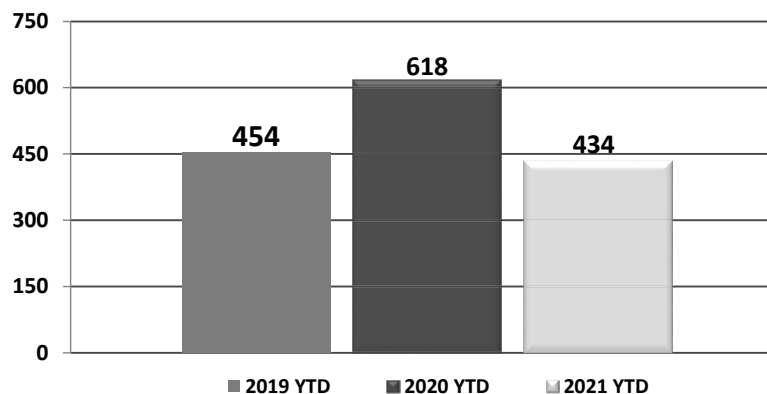


**Goal 1: Maintain and utilize the most effective technology, equipment and best practices**

## Community Response Team (CRT) Dashboard AUGUST 2021



## CRT Total Calls for Service (Year-To-Date)



Domestic Violence Lethality Assessment Program (LAP)						
Call Type	2021 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Total LAP reports completed	6	8	11	80	78	3%
High Risk	1	4	6	36	52	-31%

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 AUG	2020 AUG	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Online reports received	24	35	25.7	678	229	196.1%

# Department Highlights

## K9 Unit Shogun & Maverick



Officer Fellows and Shogun performed a K9 demonstration at this year's Touch-A-Truck event



Maverick



Shogun



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

August 16, 8:54 a.m.

The top post this month goes to Technology!

Using technology to keep Castle Rock safe! Over the weekend, one of our license plate readers flagged a stolen license plate coming into Town. The bad guy wasn't able to hide from our Watch III team who located the vehicle in a residential neighborhood. Through the investigation, our officers uncovered a pound of methamphetamine - amongst other drugs - along with firearms and other stolen license plates. Oh - and the subject was arrested.



#WeWorkForYou #OneByOne



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

44,948

People Reached

8,757

Engagements

Boost Post



## 2021 National Night Out



It was nice to see everyone come out for our annual National Night Out (even with the preceding rain)! This nationwide event consists of neighborhoods hosting officers. In Castle Rock, we enjoy throwing the party and showcasing what makes Castle Rock Police Department unique!

## Touch-A-Truck



Thank you to all who came out for another great year at our annual Touch-A-Truck event at the County Fairgrounds

## ***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.