

Castle Rock

POLICE DEPARTMENT



SEPTEMBER 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 the opportunity to meet Community Safety Volunteer G. Hernandez and his partner [P. Lee] a couple of weeks ago. I had a flat while hauling a trailer near the outlet mall and they were awesome in partially blocking off the lane for my protection while changing the tire. I appreciate having these services in our community. Keep up the good work and positive spirit. In time, good people can overcome the craziness in our society. Keep in the game, you have our support!!"

Tom M (9/3/21)

World Compass Academy mailed 11 (general) thank you cards from students to show their appreciation of our officers' service.

(9/15/21)

Dear policeman/police women,

Thank you for all you do for our community.
We at World Compass Academy Thank you
for your service. You are our Hero's
Thank you policeman/women

- A Student from
World Compass
Academy

THANK
YOU



"I came across Officer Burch's card in my wallet...I can't express how kind and compassionate both officers that responded were. They were so very supportive. They offered resources to my family to help us grieve our loss. They treated [us] in such a caring manner... I never imagined Christmas morning would be spent with Castle Rock's finest. I truly appreciate their service."

Sheryl A. (9/11/21)

An email was received in the Police inbox today regarding **Officer Thompson's** recent interactions with a woman who believed her purse to be stolen. She states his behaviors and actions were "above and beyond" in the way he helped and how professional he behaved throughout the situation.

Diana H (9/21/21)

Delicious Fudge! Another sweet surprise from Rocky Mountain Chocolate Factory (RMCF) Café Castle Rock! We are so thankful for the support of Jacob, Bri and Jackson who generously gifted us with mouth-watering fudge! Each year, our local RMCF (Outlets) 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.

We thank you for your kindness!



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)

CRPD's Community-Forward Teams

Spreading happiness! On September 16, the Community Partnership Unit, Community Response Team and Community Safety Volunteers delivered senior care bags to the residents of Bonaventure Senior Living. These bags were put together as community service projects for defendants of the municipal court.



You can learn more about the Castle Rock Police Department's community-forward teams by visiting:
[CRgov.com/1682/Community-Programs](https://www.crgov.com/1682/Community-Programs).

Hero Night! Officers Fellows and Moorhead had a blast hanging out with our local Cub Scout and Girl Scout troops for their "Hero Night" on September 10. It was an opportunity for these kids to meet their local first responders and learn more about our jobs and how we can work together to keep Castle Rock an amazing community. Thanks so much for having us!



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
September	103	1.94	0.29	6.04	59.75
August	95	1.70	0.27	5.58	54.84
July	84	1.35	0.29	5.52	74.66
2021 YTD	732	1.49	0.29	5.39	94.30
2020 MO. AVG	77	1.41	0.32	5.87	59.20

Persons Crime						
Crime Offense	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Homicide	0	0	0	0	0	0%
Rape	0	1	1	7	7	0%
Sex Offenses	1	4	2	11	14	-21%
Domestic Violence	19	13	17	126	135	-7%
Aggravated Assault	1	3	2	17	19	-11%
Robbery	0	0	0	5	1	400%
Total Persons Crimes	21	21	22	166	176	-6%
Property Crime						
Crime Offense	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Burglary	8	12	7	75	59	27%
Fraud/Forgery	5	5	27	58	196	-70%
Motor Vehicle Theft	9	15	6	62	66	-6%
Theft from Motor Vehicle	19	24	21	222	201	10%
Theft	67	61	53	594	502	18%
Vandalism	32	31	29	321	254	26%
Total Property Crimes	140	148	143	1,332	1,278	4%
TOTAL ALL CRIMES (Person/Property)	140	148	165	1,332	1,278	4%

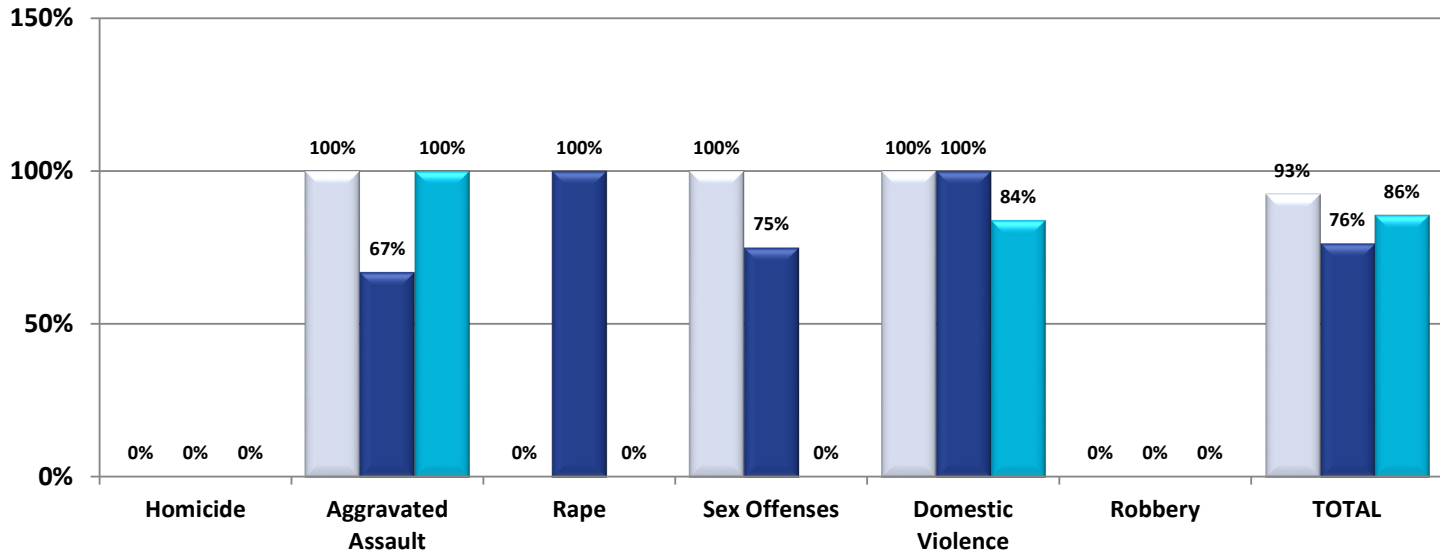
Priority 1: Crime (continued)



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

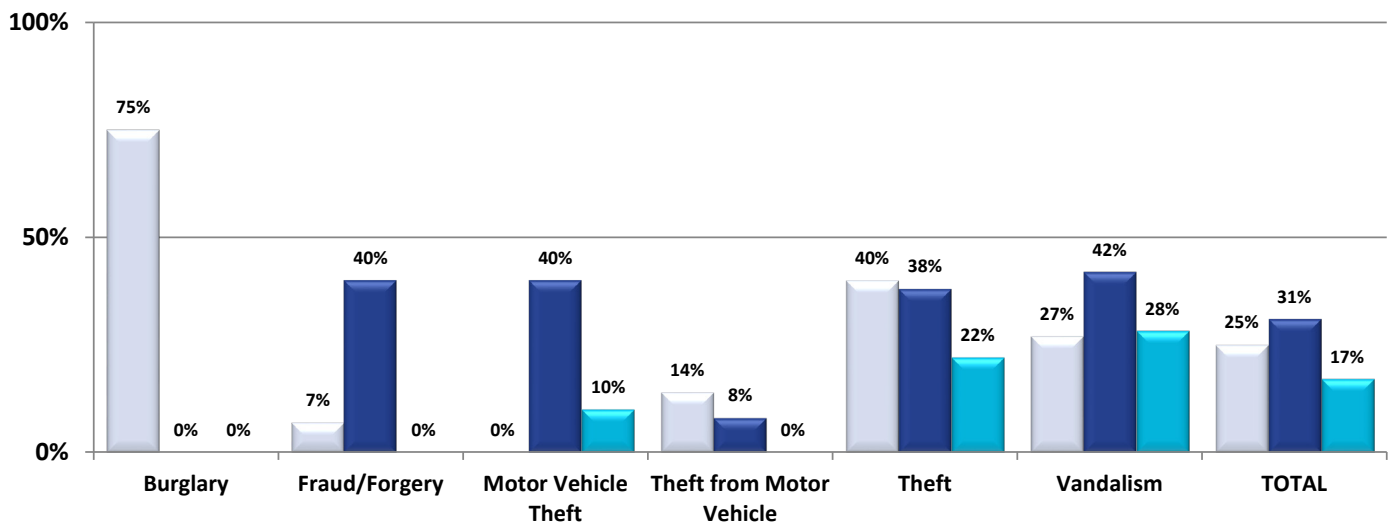
Persons Crime Clearance Rates (2019-2021 Comparison)

SEP 2019 SEP 2020 SEP 2021



Property Crime Clearance Rates (2019-2021 Comparison)

SEP 2019 SEP 2020 SEP 2021



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 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Cases assigned - Staff Advocates	21	17	23	178	190	-6%
Cases assigned - Volunteer Advocates	12	9	10	111	96	16%
Total cases assigned	33	26	33	289	286	1%
Total victims served	57	40	62	541	485	12%
Volunteer office hours	9	0	6	11	0	0%
Total call out hours	11	17	17	117	89	31%

CRPD Victims Assistance Unit

We are excited to welcome three new volunteers. These volunteers will be completing the Douglas County Regional Victim Assistance Academy in October. VA Coordinators from Lone Tree Police, Parker Police, Douglas County Sheriff and CRPD completed over 40-hours of training. The training included guest speakers from a local funeral home, a survivor of domestic violence, and a forensic exam nurse.

We also bid farewell to Peggy Gorrell and Vicki Smith. Peggy Gorrell dedicated almost six years of service averaging almost 40-hours a month in volunteer service. Her dedication to the Town and the police department has served as an example for new volunteers to emulate. Vicki Smith completed one year of service and is moving on to other adventures. Both are appreciated and will be missed.



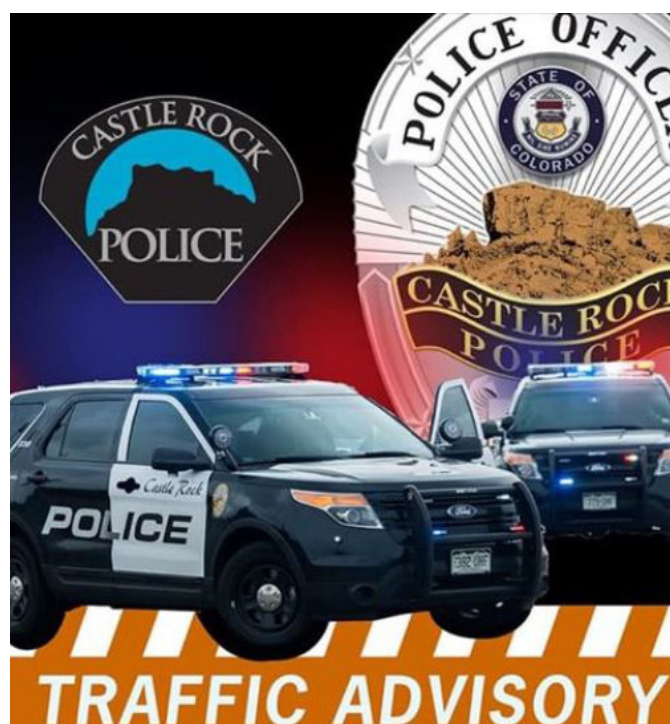
Priority 2: Traffic Safety



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

Traffic Crashes						
Crash Type	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Fatality	0	0	0	0	0	0%
Injury	1	0	2	22	20	10%
Non-Injury	63	69	67	588	489	20%
Traffic Crash Total	64	69	69	610	509	20%
Traffic Enforcement						
Traffic Type	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Driving Under the Influence (DUI)	6	8	9	70	69	1%
Traffic Citations Departmentwide						
Call Type	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Traffic Tickets Issued	85	84	129	1,169	1,065	10%
Written Warnings	100	196	223	1,655	1,766	-6%
Total Traffic Stops	369	448	521	4,165	4,659	-11%

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 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Hours	893.50	429.00	537.1	7,415.8	5,446.0	36.2%
Types of Trainings					Hours per Type	
Internal/In-service (Emergency vehicle operations/driving; firearms: designated marksman training/firearms)					663.0	
External Training (SWAT basic operator school, use of force instructor course, force encounters analysis, CORA training, I9000 Intox, animal welfare conference, critical communications instructor course)					230.5	

Accomplishments / Recognition						
Type	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Compliments	11	17	8.8	88	150	-41.3%
Recognition / Awards	12	7	6.0	64	11	481.8%

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

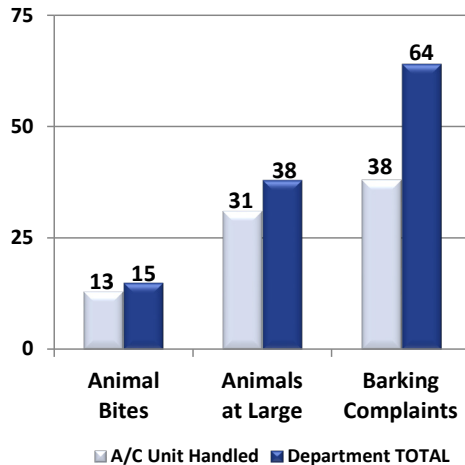
Calls for Service (CFS)						
Calls for Service (CFS) Per Officer / Per 1st Responder	2021 SEP 80 OFC /55	2020 SEP 80 OFC /55	3-YR MO. AVG	2021 YTD 80 OFC /55	2020 YTD 80 OFC / 55	% Change 2020-2021
CFS TOTAL, includes self-initiated (SI)	4,767	5,113	5,537	43,871	48,250	-9.1%
CFS, excludes self-initiated (SI)	2,328	2,053	1,990	18,255	17,171	6.3%
Year-to-Date (Per 1,000 citizens)	32.3	28.4	28.5	253.0	237.9	6.3%
CFS per Officer, excludes self-initiated	29.1	25.7	25.5	228.2	214.6	6.3%
CFS per 1st Responder, excl. self-initiated	42.3	37.3	37.6	331.9	312.2	6.3%
Communication Incoming Phone Calls						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (sec)	Answer Time ≤10 secs.	Answer Time ≤15 secs.	AVG Call Length (sec)
September	588	20	3.43	99.3%	100.0%	168.7
August	642	21	3.70	97.5%	99.8%	176.3
July	616	20	3.18	99.0%	100.0%	172.4
2021 YTD	4,868	18	3.15	99.0%	99.9%	186.0
2020 Monthly AVG	495	16.3		96.8%	99.5%	190.9
APCO and NENA Standard:*				90.0%	95.0%	N/A
Mo. Administration Calls	5,018	167				
Mo. Outbound Calls	1,099	37				
YTD-Administration Calls	42,000	153				
YTD-Outbound Calls	10,671	39				

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

Downtown Liaison Officer (DLO)						
Type	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Parking Enforcement/CFS	52	164	128	1,773	1,572	12.8%
Parking Warnings	9	73	61.4	684	661	3.5%
Parking Tickets	15	20	54.8	223	433	-48.5%
Counter Accident Reports	0	2	1.5	3	18	-83.3%

Priority 4: Future Growth (continued)

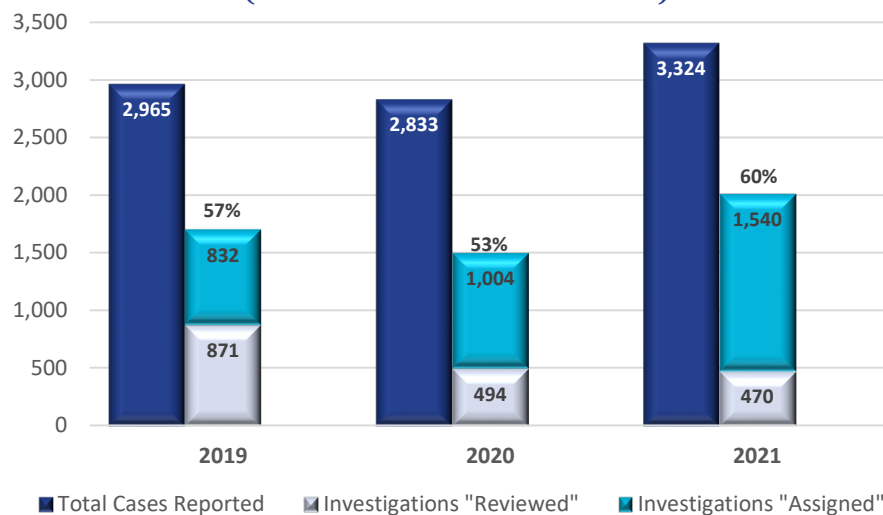
Animal Control Response Comparison SEP 2021



The ACU handled:

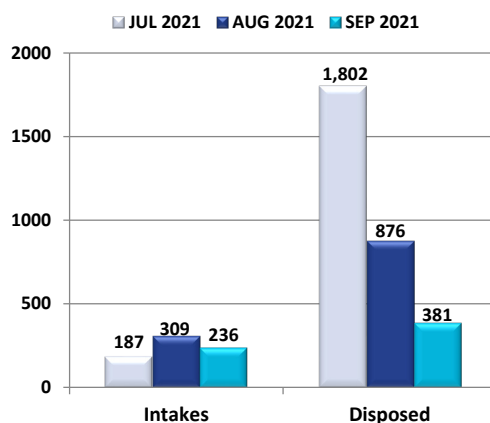
- 87 Percent of animal bites
- 82 Percent of animals at large
- 59 Percent of barking complaints

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

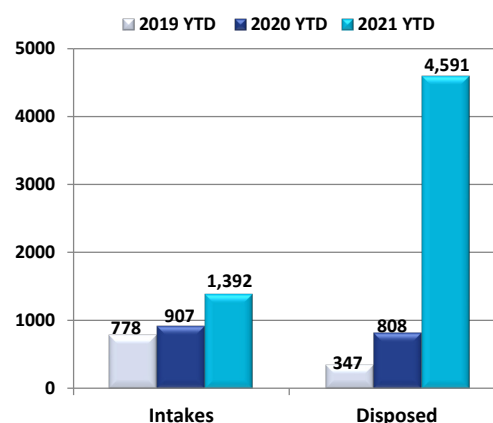


Property & Evidence

3 Month Comparison



2019-2021 Year-to-Date



Priority 4: Future Growth (continued)

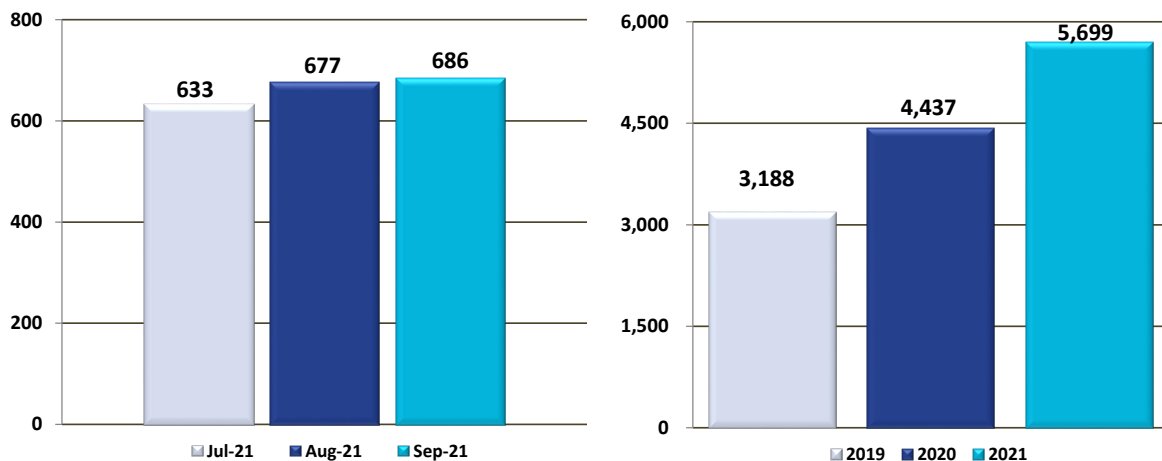


Records Unit

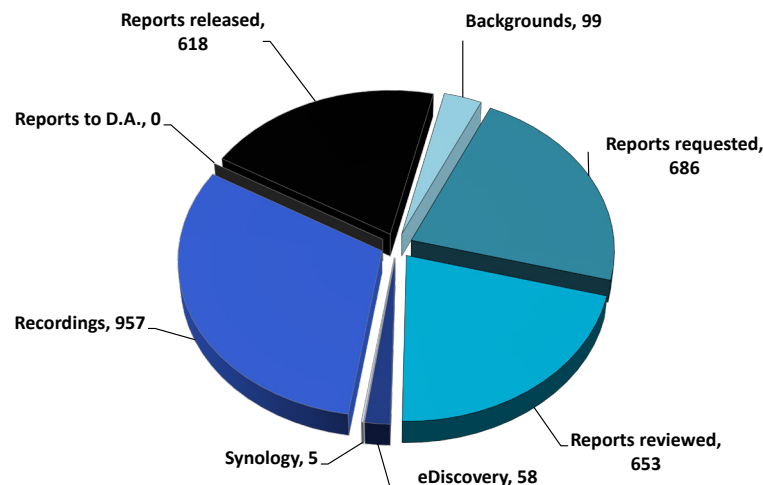
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
SEP 2021	99	686	653	58	5	957	0	618
SEP 2020	125	501	486	51	2	710	0	473
% Change 2020-2021	-21.4%	36.9%	34.4%	13.7%	150.0%	34.8%	N/A	30.7%
3-YR MO. AVG.	95	409	422	62	5	436	12	381

* Felony drug cases

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



Records Unit Workload SEP 2021



Priority 5: Community Policing & Partnerships

Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs						
Running Program Types	2021 SEP	2020 SEP	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	0	0.4	9	9	0.0%
Rock Watch	1	2	30.4	548	497	10.3%
CPTED (Crime Prevention)	0	0	0.6	19	14	35.7%
R-U-OK	3	0	N/A	17	6	183.3%
Total Activity	4	2	8.3	616	549	12.2%
Volunteer Hours						
Unit Hours	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Explorer Unit	206.0	77.0	195.8	1,836.0	820.5	123.8%
Interns	0	0	6.6	0	0	N/A
Victim Advocates	365	506	439.2	4,067.0	3,878.0	4.9%
VIPS-Community Safety Vol.	161.0	95.0	206.5	1,062.0	860.8	23.4%
VIPS-Admin & Investigative	20.8	20.0	40.4	212.8	329.9	-35.5%
Total	752.8	698.0	888.4	7,177.8	5,889.2	21.9%

Goal 2: Optimize communication and marketing programs

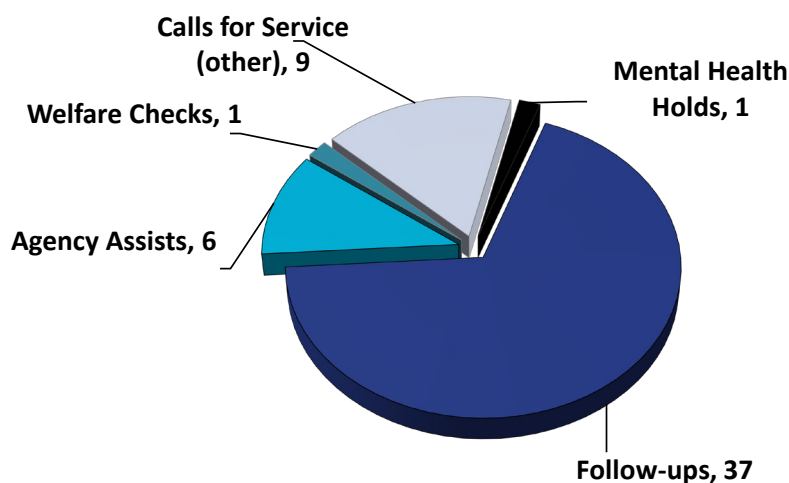
Public Information Officer (PIO)				
SEP 2021	Facebook	Twitter	Nextdoor	Instagram
Followers	16,661	3,310	33,192	3,081
Number of posts	24	19	7	16
Total Engagement	51,540	261	10,108	2,434
	Police		Town	
Call outs/Incident Response	10		0	
	TOTAL			
Media Inquiries	36			

Priority 6: Technology, Equipment & Practices

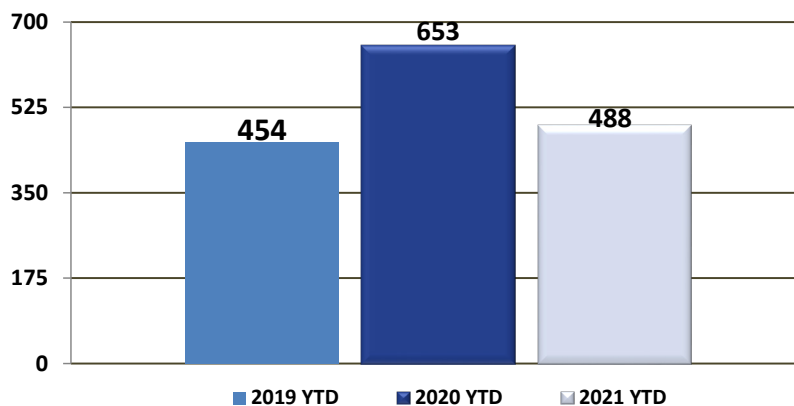


Goal 1: Maintain and utilize the most effective technology, equipment and best practices

Community Response Team (CRT) Dashboard SEP 2021



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



Domestic Violence Lethality Assessment Program (LAP)						
Call Type	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Total LAP reports completed	7	6	11	87	84	4%
High Risk	4	4	6	40	51	-22%

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.castlerockpolice.org/LethalityAssessmentProgram.org)

ePoliceReporting						
Online Reports	2021 SEP	2020 SEP	3-YR MO. AVG	2021 YTD	2020 YTD	% Change 2020-2021
Online reports received	28	24	25.7	706	253	179.1%

Department Highlights



PIO Temby's Corner September's Top Post

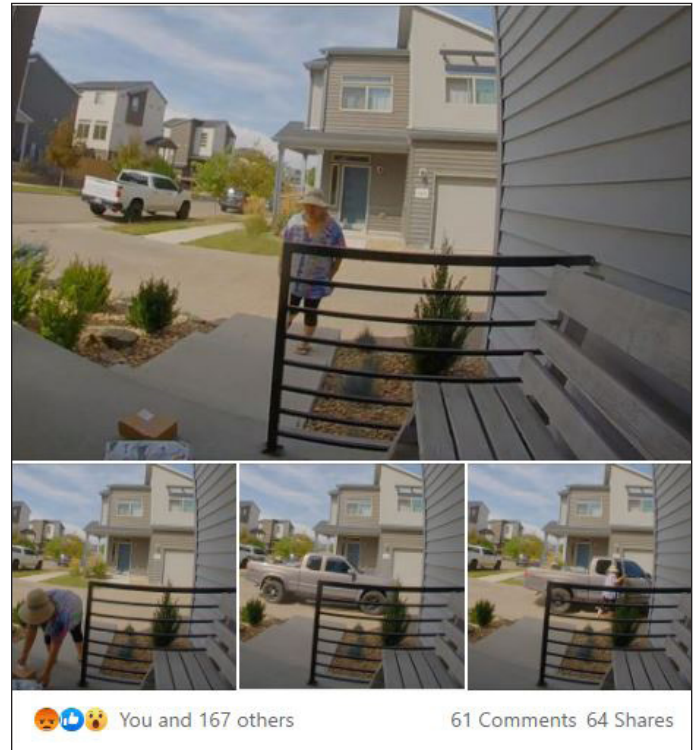
September 28 at 5:30 p.m.

Can you ID ME? The Castle Rock Police Department needs your help identifying a porch pirate! They struck earlier today in the Meadows neighborhood near the intersection of Meadows Blvd. and Coriander St.

If you can identify the woman or the unique pickup truck she was in (pictured below), please contact Officer Elliott at police@crgov.com. Please, no tips here.



#WeWorkForYou
#OneByOne



The Castle Rock Police Department's second annual "A Rally of Hope" event was incredible, and we can't thank the community enough for their support. As Suicide Prevention Awareness Month comes to an end, CRPD is dedicated to continuing the discussions surrounding mental health.

Our Community Response Team consists of an officer and licensed mental health clinician. This special team is dedicated to calls for service that involve mental health.

Learn more about their work by visiting: <http://crgov.com/3024/Community-Response-Team>.



CONGRATULATIONS
Officer Thompson
20 years of service with Castle Rock Police



Explorer Post #401
2021 Explorer Capital Challenge



1st Place Active shooter
2nd Place Search warrant service
2nd Place Felony car stop
2nd Place Physical agility course
2nd Place Bomb threat

2nd Place Overall
 (0.029 points away from 1st Place)

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.