

March 2024



Photo Credit: PIO Temby

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.

Follow us on Facebook, Instagram or Twitter: [CRpoliceCO](#)



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 pursuit 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 was just going over my citation and saw I could leave a comment on my stop. Just wanted to acknowledge [Officer Lastra], he was very professional and courteous. Not sure how many people say nice things about officers, wanted to make sure you were aware that. I think he is a valued member to your police force!

Appreciate all of you – TR 3/7/2024

Hello! Today I was driving through Castle Rock, Colorado with my two daughters (3 yrs old and 7 months old) and three puppies headed to Denver we live about 2.5 hours away. One of my worst nightmares happened when my car broke down right off the highway somewhere that we are not familiar with and don't know anyone.

I am so so thankful that [Volunteer B. Harney] drove by and stopped to help us. He was the kindest, most helpful person and I have no clue what we would have done without him. He went above and beyond and even checked on us a few hours later.

Just wanted to let y'all know how awesome of a volunteer you have in Bob and we will be forever thankful for his help today. – KS 3/13/2024

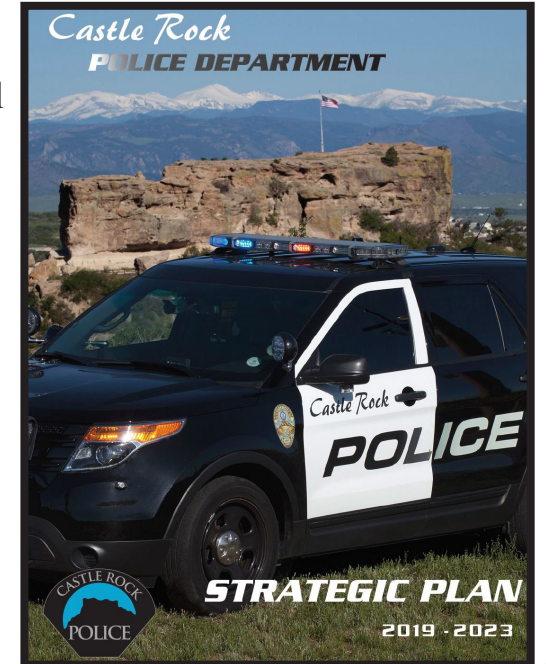
My family and I met [Buttercup] and [Officer Gillespie] at Chipotle this afternoon. I tried getting a picture with my 17-month-old son but he was too nervous. Thank you for the time you guys took out of your day to have a conversation. Very respectful and professional. Made my families day. – AM 3/18/2024

The Regional Manager of Investigations for EssilorLuxottica (Sunglass Hut) provided [Detective Maes] with a Certificate of Recognition “For your exemplary contributions to the EssilorLuxottica Field Investigations Group and dedication to identifying the individuals responsible for the thefts at our locations.” – MM 3/28/2024

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



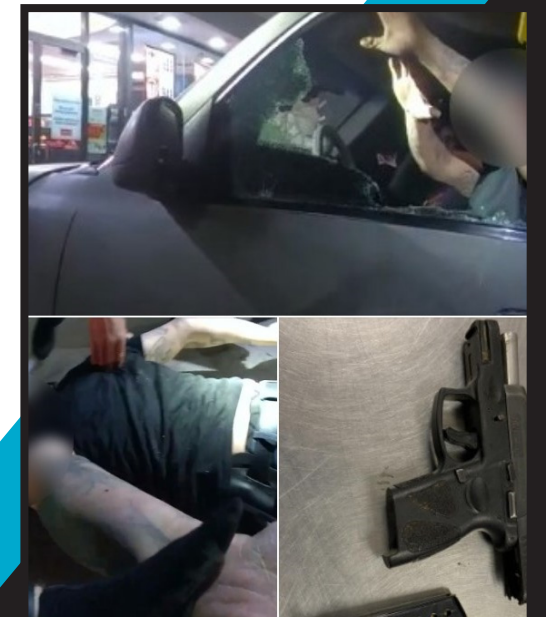
Read plan: CRgov.com/PDplan

Leading with Success

The work never stops! The week of March 17, the Castle Rock Police Department took two wanted individuals with multiple warrants off the streets.

Through proactive policing, the Community Action Team located two wanted subjects (who are not Castle Rock residents) who had come into Town. While the driver refused to listen to commands and tried to drive away, our patrol teams and CAT were able to successfully take them into custody, recovering a gun in the process. With the driver being a convicted violent felon who was not allowed to possess a gun, this recovery was even more crucial. Officers also recovered some illegal drugs from the vehicle.

Outstanding teamwork by all to keep our Town safe and secure.





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

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

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

Person Crime Offense Group A ¹	2024 FEB Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance
Homicide	0	0.1	0	0
Kidnapping	0	1.1	0	0
Sex Offenses	1	2.4	2	0
Aggravated Assault	0	1.2	1	1
Simple Assault	9	16.4	16	12
Intimidation	4	4.2	8	4
Human Trafficking	0	0.0	0	0
Total	14	25.4	27	17

¹ Persons and Property crimes are reported for the **previous** month due to the transition to NIBRS reporting.

Property Crime Offense- Group A	2024 FEB Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance
Burglary	4	6.7	4	1
Fraud/Forgery Related	21	39.4	45	3
Robbery	0	0.4	0	0
Theft-(All except below 3*)	25	43.8	54	6
*Motor Vehicle Theft	1	5.8	2	1
*Theft from Motor Vehicle	4	13.6	11	0
Vandalism	12	18.4	15	8
All Other Property Crimes	14	28.2	20	4
Total	90	163.2	169	39

Crime Offense- Group A	2024 FEB Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance
Persons Crimes	14	25.4	27	17
Property Crimes	90	163.2	169	39
Society Crimes	14	18.1	36	34
Total Crime -Group A	118	206.7	232	90

² Total persons and property crimes do not account for all NIBRS crime codes for the month.

Response Times			
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Drive Time
MAR	79	298.04	4.97
FEB	76	343.36	5.72
YTD 2024	220	318.54	5.31

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Cases assigned - Staff Advocates	26	38	16.1	78	107	-27%
Cases assigned - Volunteer Advocates	12	9	8.8	29	25	16%
Total cases assigned	38	47	25.0	107	132	-19%
Total victims served	65	143	46.7	181	302	-40%
Volunteer office hours	9	16	2.2	27	21	29%
Call out hours (incl. on-scene, phone)	33	45	25.1	99	109	-9%

Victim assistance programs in Douglas County strive to provide culturally competent services by providing ongoing training from diverse victim service agencies. In March, Lone Tree Police Department invited Servicios de la Raza to our joint law enforcement victim assistance volunteer training. Advocates from Servicios de la Raza reviewed the multitude of services available, which includes behavioral health, employment assistance, and youth empowerment. They also provide case management for victims of crime, including safe exit planning and relocation, support groups, and a 24- hour bilingual crisis line.



Priority 2: Traffic Safety

Priority 3: Employees



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

Goal 1: Attract and retain the highest quality employees

Goal 2: Train and develop employees

Goal 3: Recognize employee accomplishments

Traffic Crashes				
Crash Type	2024 FEB	2024 MAR	3-YR MO. AVG	2024 YTD ¹
Traffic Crash Total	72	66	69.7	223
DUI Enforcement				
Traffic Type	2024 FEB	2024 MAR	3-YR MO. AVG	2024 YTD
Driving Under the Influence (DUI)	3	6	7.1	15
Traffic Enforcement				
Call Type	2024 FEB	2024 MAR	3-YR MO. AVG	2024 YTD
Traffic Tickets Issued	111	109	120	338
Written Warnings	133	87	116	375
Traffic Stops	476	374	418	1,314

Sworn Staffing Levels				
Year	Officer Total Turnover	Total FTE	Total Turnover Rate	% Change from prior year
2024	2	92	2.1%	-60%
2023	5	92	5.4%	-41%
2022	8	87	9.2%	84%
2021	4	80	5.0%	-50%
2020	8	80	10.0%	-12%

¹ YTD numbers are verified monthly, which may result in updated data.

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (incl. Vol.)
MAR	92	2	34.5	128.5	24	7	159.50
Authorized FTE positions:	95	Authorized FTE positions:	34.5	129.5			

Training Hours						
Total Hours	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Internal/External	1,169	1,053	1,053	2,540	2,475	3%

Types of Trainings		Hours per Type
Internal/In-service (Bulletproof Courtroom Testimony)		727
External Training - Anti Bias policing, IACP Wellness Conference, Supervisors Leadership Training, Self-Generated Content and Sextortion Awareness and Prevention, Rifle User Class, Speed and Accuracy Firearm, Basic CIT, Critical Incident leadership, Child Abduction Response Team, NHTSA Train The Trainer [SFST], ABLE Train The Trainer, Crisis Negotiations Skills, Reid Interview interrogation		442

Accomplishments / Recognition						
Type	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Compliments/Commendations	4	13	8.2	13	25	-48%
Recognition/Awards	0	0	4.9	2	2	N/A



Priority 4: Prepare for Future Growth

Priority 4: Future Growth (continued)



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	2024 MAR	3-YR MO. AVG ¹	2024 YTD	2023 MAR	2023 YTD
CFS TOTAL, includes all call sources	4,586	4,645	14,202	4,864	12,840
Priority 1 Calls For Service	96	98	254	90	265
Priority 2 Calls For Service	1,045	996	3,128	940	2,745
CFS, excludes self-initiated radio calls	2,320	2,273.8	6,815	2,076	6,004

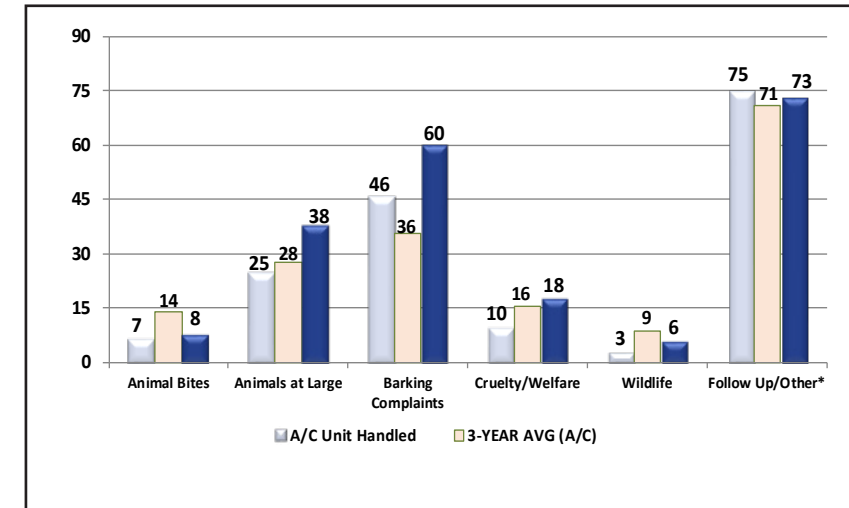
¹ Year-to-date and 3-year monthly averages reflect periodic adjustments due to population and CFS fluctuation.

Communication Incoming Phone Calls						
911 Calls	# of Calls	Avg per Day	AVG Answer Time (secs)	Answer Time ≤10 secs	Answer Time ≤15 secs	AVG Call Length (secs)
FEB	486	17	3.67	99.4%	99.6%	179.6
JAN	523	17	3.81	98.8%	99.8%	198.7
DEC	601	19	3.90	98.5%	99.8%	157.2
2024 YTD	1,009	17	3.74	97.9%	99.8%	185.4
22-24 Monthly AVG	537	18	3.47	98.7%	99.8%	185.4
Non-Emergent Calls	# of Calls	Avg per Day	APCO/NENA Standard: ²	90%	95%	N/A
Administration Calls (MO)	3,614	125				
Outbound Calls (MO)	3,623	117				
Administration Calls (YTD)	7,237	121				

Due to technical difficulties, incoming call data for March 2024 is unavailable.

² Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA).

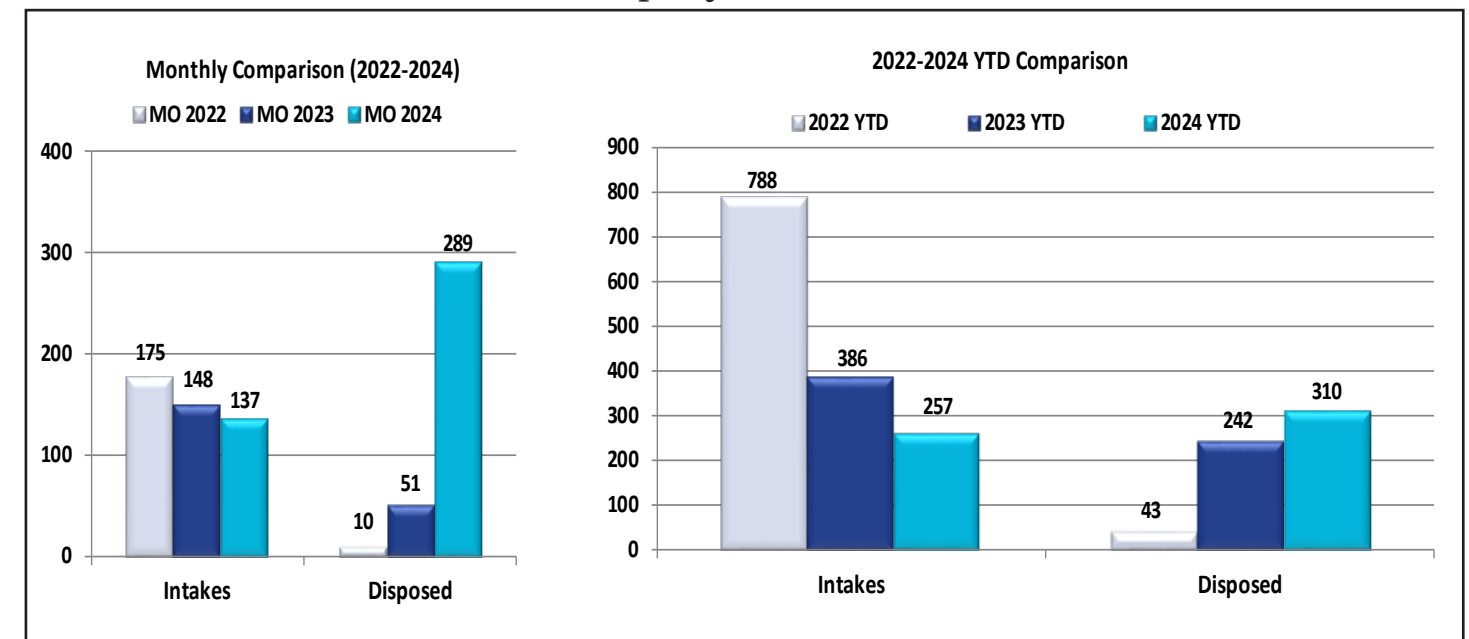
Animal Control Unit (ACU) Monthly Response Comparison



ACU Percentage of CRPD's Total Calls for Service (CFS)	
Call Types	ACU %
Animal Bites	88%
Animals at Large	66%
Barking Calls	77%
Cruelty/Welfare	56%
Wildlife	50%
Follow-up/Other ¹	103%

¹ 1 ACU responds on other departmental-call types, incl. patrol-related calls for service.

Property & Evidence



Priority 4: Future Growth (continued)

Priority 5: Community Policing & Partnerships



Records Unit

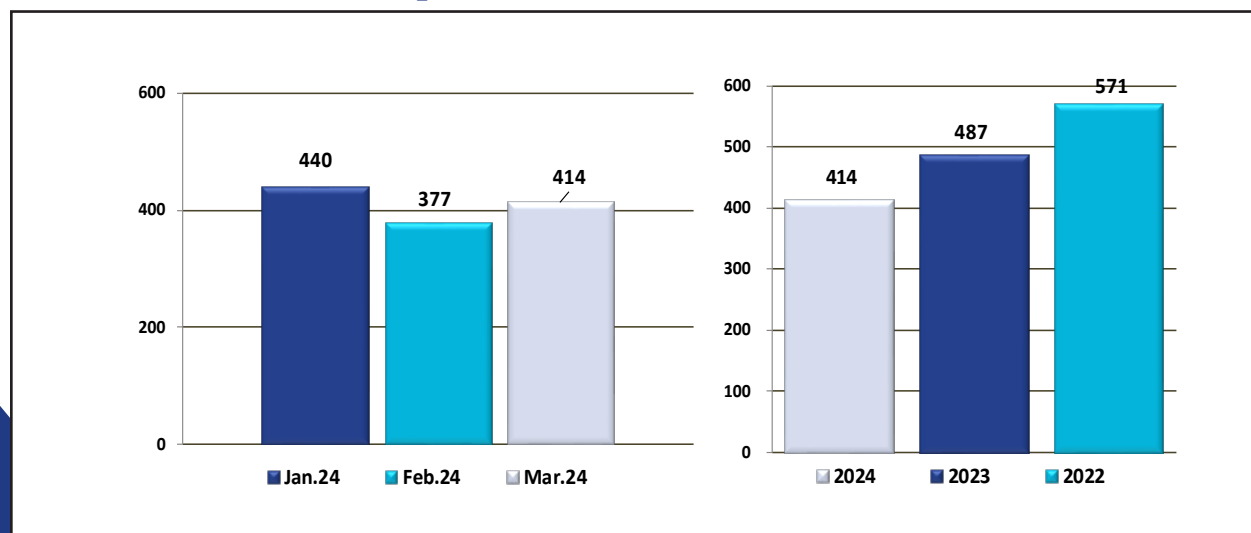
Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
MAR 2024	130	414	527	68	0	888	9	350
MAR 2023	100	371	361	47	0	864	6	340
% Change 2023-2024	30%	12%	46%	45%	N/A	3%	50%	3%
3-YR MO. AVG.	74	385	382	41	1	817	3	369

* Felony drug cases

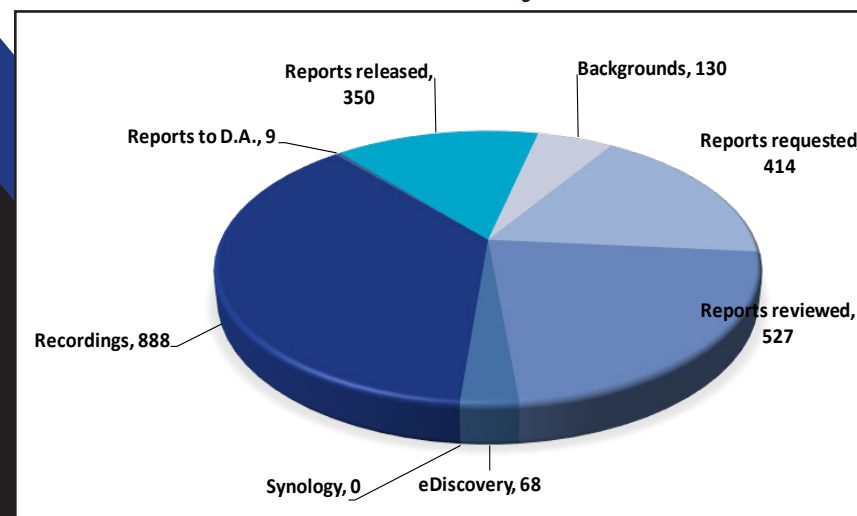
Total Reports Requested

Three-Month Comparison

Year-to-Date (2022-2024)



Records Unit Monthly Workload



Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs

Running Program Types	2024 MAR	2023 MAR	3-YR MO. AVG	2024 Total	2023	% Change 2023-2024
Crime Free Multi-Housing	1	0	2.1	28	25	12%
Crime Free Self-Storage	0	0	0.9	16	8	100%
Rock Watch	0	1	75.4	1,002	899	11.5%
CPTED (Crime Prevention)	1	0	2.7	44	36	22%
R-U-OK	0	1	2.4	37	35	6%
Total Activity	2	2	83.6	1,127	1,003	12.4%

Note: For more information on the above programs, visit CRgov.com/Police.

Volunteer Hours

Unit Hours	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Explorer Unit	100	149	205.0	345	325	6%
Victim Advocates	407	345	279.0	1,237	1,099	13%
Volunteers in Policing (CSVs, Admin)	77	26	294.4	173	78	122%
Total	635	530	947.7	635	530	20%

Goal 2: Optimize communication and marketing programs

Public Information Officer (PIO)

MAR 2024	Facebook	Twitter	Nextdoor	Instagram
Followers	21,494	5,015	42,232	4,184
Number of Posts	34	11	4	21
Total Viewer Engagement	31,423	55	15,573	2,583
	Police		Town	
Total Call Outs or Incident Response	12		0	
	TOTAL			
Media Inquiries	9			

Priority 6: Technology, Equipment & Practices

Department Highlights



PIO Temby's Corner

Top Social Media Post

March 11, 2024, 4:45 p.m.

Breaking news -- it's Buttercup and Buddy, live from Denver! If you tuned in to this morning's news, there's a chance you saw the Castle Rock Police Department! Master Police Officer Gillespie (and Buttercup) and Master Police Officer O'Donnell (and Buddy) were on FOX31 and Channel 2 Daybreak talking about CRPD's Police Therapy Dog program.

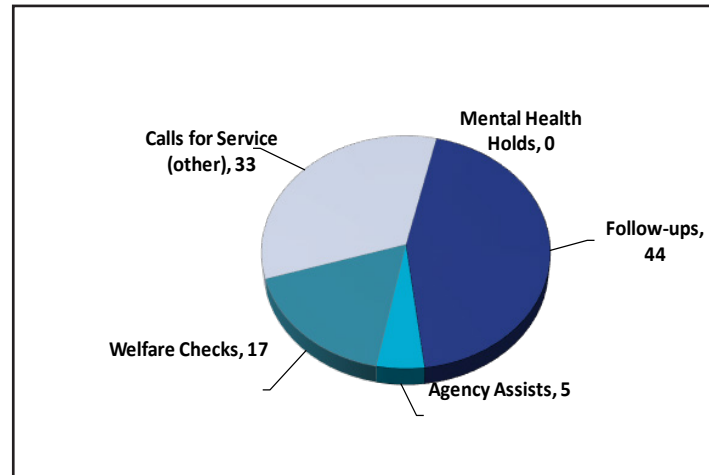


In 2021, CRPD was the first agency in the state to permanently pair a police therapy dog with a school resource officer. Now, we're the first in the state to permanently pair a police therapy dog with a co-responder team for calls involving mental health. We're so grateful for the opportunity to share how these dogs have made such a positive difference for our officers and community.

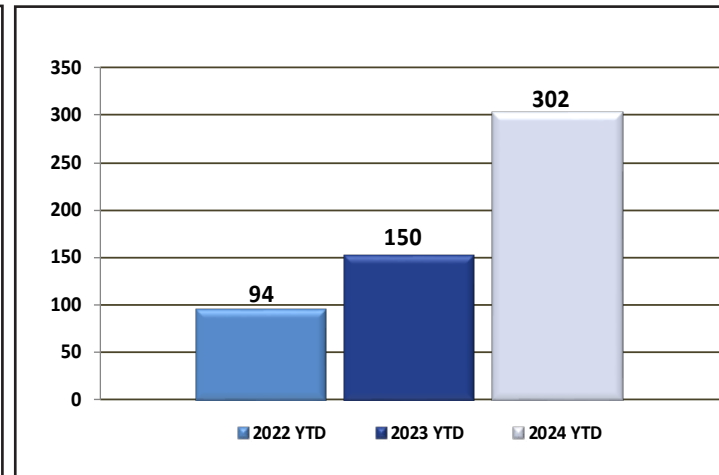


Goal 1: Maintain and utilize the most effective technology, equipment and best practices Community Response Team (CRT) Dashboard

Monthly 2024 Call Types



CRT Total Calls for Service (YTD)



Domestic Violence Cases

Call Type	2024 FEB	2024 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023 - 2024
DV Investigations	35	35	36	70	101	-30.7%
DV Arrests- Misdemeanor	4	9	8	13	26	-50%
DV Arrests- Felony	1	1	2	2	5	-60%
DV ARRESTS TOTAL	5	9	10	14	31	-55%

ePoliceReporting

Online Crime Reports	2024 MAR	2023 MAR	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Reports received	29	22	32.1	83	78	6%

CueHit (Customer Service Measurement Tool)

Customer Service Surveys			Rating Results (1 - 5 with 5 as our goal)				
MON/YTD	Sent	Received	5	4	3	2	1
MAR	245	111	99	4	2	2	4
FEB	270	125	113	4	3	3	2
JAN	292	162	140	12	1	3	6
YTD*	807	398	352	20	6	8	12

CRPD utilizes a survey tool, which measures customer service on select non-violent or property crime calls for service. Citizens receive a short text survey and may also leave comments. Results are listed in the table below.

K9 Unit

Officer Fellows and Shogun

Patrol Deployments: 3

The K9 Unit was deployed on 1 building search and 2 protection deployments.

Narcotics Deployments: 4

The K9 Unit deployed 4 times on vehicle sniffs.

Training: 12 hours

Officer Fellows and Shogun trained a total of 12 hours.



Shogun

*K9 Protect is a term used when a K9 is on scene of a high-risk call. The K9 is on standby to protect officers or assist in apprehension. The presence of the K9 gains compliance. Examples of patrol deployments include high-risk traffic stops, and high-risk attempts to contact.