



Photo Credit: PIO Temby



February 2024

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.

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One-By-One Policing

Message from the Chief



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 am a recent resident in the area and earlier today, while fulfilling my duties as an engineer for the San Bernardino County Fire Department in Southern CA, I received a burglar alarm at my property, which I have not completely settled into yet. Fortunately, there was no one at home, but due to my indoor camera, it created the impression that someone was inside my house (although it was just the wind and a door that was not properly closed). The officers [Cpl. V. Myers and Officer A. Meyers] promptly arrived at my residence, and right from the moment they stepped onto my property, it was evident how seriously they regarded this service call. I would like to express my gratitude and say thank you! Their swift response has significantly increased my peace of mind when leaving for work, knowing that my family will be safe.” JS 2/6/2024

“Today I had the pleasure of working with [Master Police Officer Stoneking]. My car was stolen from my daughter’s house in Colorado Springs. He and his fellow officers [Officer N. Ellis] [Officer A. Meyers] recovered my car and apprehended the person driving it. When I spoke with him, he politely answered all of my questions and offered advise as if I was his main focus for the day. It brought home the point the Castlerock Police Department took this case very seriously and were thoroughly investigating all details. The Castlerock Police Department is a credit to law enforcement everywhere!” JM 2/12/2024

“I came by y’all’s office yesterday for help when I thought my car had possibly been stolen. As it turns out my car wasn’t stolen but misplaced by me. Y’all found it, and directed me to it. [Officer R. O’Hara] [Officer B. Corriea] and [Officer J. Burns] were very professional but also very warm and kind in their dealings with me. The two ladies behind the desk [E. Anderson and E. Fiordalis] in the front were as well. I want y’all to know that it means so much to know that people of this caliber are there for our community.” KH 2/24/24

“Hello [Officer M. Rabon],

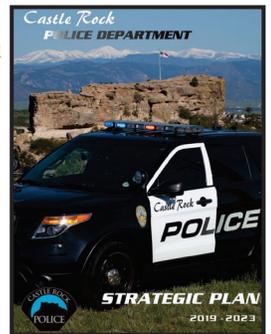
I just wanted to reach out and say thank you for all your and [Clinician Kennedy’s] help on the crisis response scene today. It was greatly appreciated, and you were both great to work with.”

Thank you,
KC 2/29/2024

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:

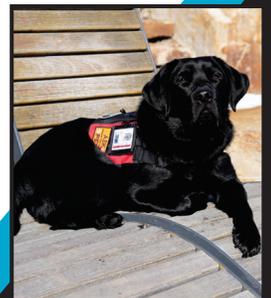
- Priority 1: Crime
- Priority 2: Traffic Safety
- Priority 3: Employees
- Priority 4: Prepare for Future Growth
- Priority 5: Community Policing and Partnerships
- Priority 6: Technology, Equipment and Training



Read plan: CRgov.com/PDplan

Leading with Success

The Castle Rock Police Department has a new “friend” when it comes to responding to calls for service. Buddy, an English Labrador, joins the department as the State’s first crisis response police therapy dog. Buddy joins Castle Rock Master Police Officer Tom O’Donnell and his partner, Clinician Kalie Douberly, who serve as one of the department’s two Community Response Teams. Created in 2017 as part of the Douglas County Mental Health Initiative, this team consists of a specially trained police officer and clinician who respond to calls for service involving people experiencing a mental health crisis. Together, they work to help those individuals emotionally regulate, complete clinical assessments and provide recommendations for the most appropriate level of care to divert them from hospitals and jail. Buddy is the first police therapy dog to be permanently paired with a co-responder team in Colorado.



Priority 1: Crime

Priority 1: Crime (continued)



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

Person Crime Offense Group A	2024 JAN Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance	2023 YTD Crime	2023 YTD Clearance
Homicide	0	0.1	0	0	0	0
Kidnapping	0	1.1	0	0	2	2
Sex Offenses	2	2.4	2	0	2	0
Aggravated Assault	1	1.2	1	1	1	1
Simple Assault	7	16.4	7	6	8	7
Intimidation	4	4.2	4	2	4	3
Human Trafficking	0	0.0	0	0	0	0
Total	14	25.4	14	9	17	13

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

Property Crime Offense- Group A	2024 JAN Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance	2023 YTD Crime	2023 YTD Clearance
Burglary	4	6.7	4	1	10	2
Fraud/Forgery Related	24	39.4	24	0	10	0
Robbery	0	0.4	0	0	0	0
Theft-(All except below 3*)	39	43.8	39	2	43	5
*Motor Vehicle Theft	1	5.8	1	0	3	0
*Theft from Motor Vehicle	7	13.6	7	0	3	0
*Shoplifting	3	18.4	3	1	10	6
Vandalism	20	28.2	20	4	28	7
All Other Property Crimes	9	7.0	9	8	4	4
Total	107	163.2	107	16	141	24

Crime Offense- Group A	2024 JAN Crime	3-YR MO. AVG	2024 YTD Crime	2024 YTD Clearance	2023 YTD Crime	2023 YTD Clearance
Persons Crimes	14	25.4	14	9	17	13
Property Crimes	107	163.2	107	16	141	24
Society Crimes	22	18.1	22	20	14	12
Total Crime -Group A	143	206.7	143	45	172	49

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

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

Response Times			
PRIORITY 1 CALLS FOR SERVICE	# of Calls	Average Dispatch Time	Average Drive Time
FEB	76	3.43	5.72
JAN	65	3.14	5.24
YTD 2024	141	3.28	5.48

Note: The above time references are fractions of minutes.

Victims Assistance Unit (VAU)						
Activity	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Cases assigned - Staff Advocates	30	35	16.1	52	35	49%
Cases assigned - Volunteer Advocates	10	9	8.8	17	9	89%
Total cases assigned	40	44	25.0	69	44	57%
Total victims served	64	80	46.7	116	80	45%
Volunteer office hours	14	0	2.2	18	0	N/A
Call out hours (incl. on-scene, phone)	39	44	25.1	66	44	50%

It was a packed room for our January joint victim assistance training. Corinne Hancock, Keynote Speaker and Chaos Coach (<https://www.corinnehancock.com/>) presented to our combined 45 volunteers and staff. Corinne is founder of the Curiosity Project-a nonprofit organization that drives social impact by providing health and entrepreneurial opportunities in communities where people have limited access to resources. Corinne has completed situational awareness certifications that prepare her for global travel. Using her experiences, she challenged attendees to consider personal safety and situational awareness through entertaining exercises while encouraging the group to share their experiences.



Priority 2: Traffic Safety

Priority 3: Employees



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

Traffic Crashes				
Crash Type	2024 JAN	2024 FEB	3-YR MO. AVG	2024 YTD ¹
Traffic Crash Total	85	72	69.7	157
DUI Enforcement				
Traffic Type	2024 JAN	2024 FEB	3-YR MO. AVG	2024 YTD
Driving Under the Influence (DUI)	6	3	7.1	9
Traffic Enforcement				
Call Type	2024 JAN	2024 FEB	3-YR MO. AVG	2024 YTD
Traffic Tickets Issued	118	111	120	229
Written Warnings	155	133	116	288
Traffic Stops	464	476	418	940

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



Goal 1: Attract and retain the highest quality employees

Goal 2: Train and develop employees

Goal 3: Recognize employee accomplishments

Sworn Staffing Levels				
Year	Officer Total Turnover	Total FTE	Total Turnover Rate	% Change from prior year
2024	1	95	1.0%	-81%
2023	5	92	5.4%	-41%
2022	8	87	9.2%	84%
2021	4	80	5.0%	-50%
2020	8	80	10.0%	-12%

Current Staff	Sworn Officers	Officers in Training	Civilian Staff	Total Staff	Volunteers	Explorers	Total Staff (incl. Vol.)
FEB	93	2	34.5	129.5	22	7	152.50
Authorized FTE positions:	95	Authorized FTE positions:	34.5	129.5			

Training Hours						
Total Hours	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Internal/External	519	930	529.0	1,371	1,422	-4%

Types of Trainings		Hours per Type
Internal/In-service (Bulletproof Courtroom Testimony)		243
External Training (Supervisor Liability, SWAT Land Navigation and Mission Planning, Juvenile Interrogation, Advanced Search and Seizure, CBI Sex Offender Training, Canine Supervisor Course, Connected Car class, Tactical Association President's Symposium, Officer Survival & Communications, FBI-LEEDA [Law Enforcement Executive Development Assoc.] IA Training)		276

Accomplishments / Recognition						
Type	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Compliments/Commendations	4	7	8.2	9	12	-25%
Recognition/Awards	1	1	5.9	2	1	100%

Priority 4: Prepare for Future Growth

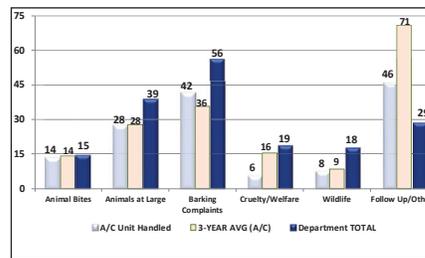
Priority 4: Future Growth (continued)



- 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 FEB	3-YR MO. AVG ¹	2024 YTD	2023 FEB	2023 YTD
CFS TOTAL, includes all call sources	4632	4645	9616	3914	7976
Priority 1 Calls For Service	87	98	158	74	175
Priority 2 Calls For Service	1045	996	2083	875	1805
CFS, excludes self-initiated radio calls	2216	2273.8	4495	1889	3928

Animal Control Unit (ACU) Monthly Response Comparison



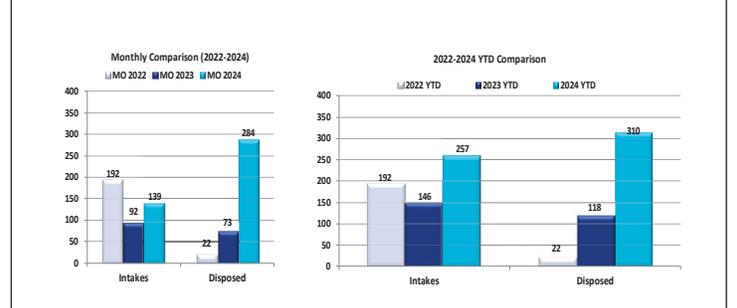
ACU Percentage of CRPD's Total Calls for Service (CFS)	
Call Types	ACU %
Animal Bites	93%
Animals at Large	72%
Barking Calls	75%
Cruelty/Welfare	32%
Wildlife	44%
Follow-up/Other ¹	159%

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

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				

Property & Evidence



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

Priority 4: Future Growth (continued)

Priority 5: Community Policing & Partnerships



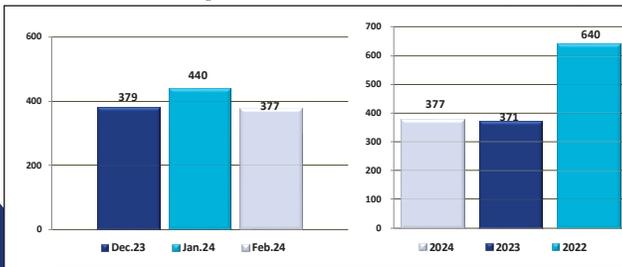
Records Unit

Workload	Backgrounds	Reports requested	Reports reviewed	eDiscovery	Synology*	Recordings	Reports to D.A.	Reports released
FEB 2024	146	377	531	77	0	1,632	8	335
FEB 2023	100	371	361	47	0	864	6	340
% Change 2023-2024	46%	2%	47%	64%	N/A	89%	33%	-1%
3-YR MO. AVG.	74	385	382	41	1	817	3	369

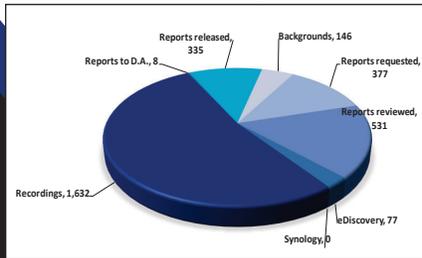
* Felony drug cases

Total Reports Requested

Three-Month Comparison



Records Unit Monthly Workload



Goal 1: Community engagement through outreach and education

Crime Prevention and Community Partnership Programs

Running Program Types	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Crime Free Multi-Housing	0	0	2.1	1	1	0%
Crime Free Self-Storage	0	0	0.9	0	8	-100%
Rock Watch	1	3	75.4	1	22	-95%
CPTED (Crime Prevention)	1	2	2.7	2	0	0%
R-U-OK	1	1	2.4	1	0	0%
Total Activity	3	6	83.6	5	31	-84%

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

Volunteer Hours

Unit Hours	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Explorer Unit	100.5	77	205.0	245	176	39%
Victim Advocates	384	401	279.0	830	754	10%
Volunteers in Policing (CSVs, Admin)	51	22	294.4	96	52	50%
Total	635	530	947.7	635	530	20%

Goal 2: Optimize communication and marketing programs

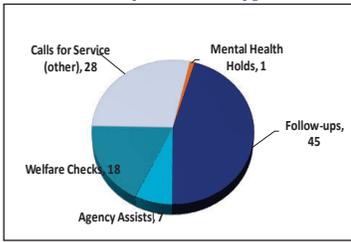
Public Information Officer (PIO)

FEB 2024	Facebook	Twitter	Nextdoor	Instagram
Followers	21,116	4,941	41,857	4,154
Number of Posts	23	11	7	15
Total Viewer Engagement	10,888	40	35,458	3,389
	Police		Town	
Total Call Outs or Incident Response	6		0	
	TOTAL			
Media Inquiries	5			

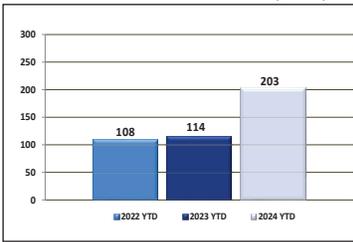
Priority 6: Technology, Equipment & Practices

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 JAN	2024 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023 - 2024
DV Investigations	24	35	36	59	37	59.5%
DV Arrests- Misdemeanor	5	4	8	9	6	50%
DV Arrests- Felony	0	1	2	1	5	-80%
DV ARRESTS TOTAL	5	5	10	10	11	-9%

ePoliceReporting

Online Crime Reports	2024 FEB	2023 FEB	3-YR MO. AVG	2024 YTD	2023 YTD	% Change 2023-2024
Reports received	31	48	40	54	78	-30.8%

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
FEB	270	125	113	4	3	3	2
JAN	292	162	140	12	1	3	6
YTD*	562	287	253	16	4	6	8

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.

Department Highlights



PIO Temby's Corner

Top Social Media Post

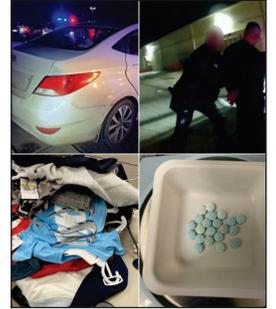


Feb. 9, 2024, 4:02 p.m.

Give them a 10 out of 10! The Castle Rock Police Department's Community Action Team -- supported by various patrol teams -- is up to 10 arrests this week and counting! From thwarting shoplifters to recovering stolen vehicles, taking dangerous and illegal drugs off the street and finding wanted felons, there was no shortage in action. The various charges they'll be filing for the arrests this week include:

- Motor vehicle theft
- Retail theft
- Felony possession of fentanyl and methamphetamine
- Felony warrants

Great job to all our officers both on the CAT Unit and Patrol. Your dedication to keeping our community safe and secure is appreciated and celebrated.



K9 Unit

Officer Fellows and Shogun

Patrol Deployments: 1

Safe apprehension of motor vehicle theft suspect.

Narcotics Deployments: 1

The K9 Unit deployed one time in February. Cocaine and methamphetamines were seized.

Training: 30 hours

Officer Fellows and Shogun trained a total of 30 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.