



CASTLE ROCK POLICE DEPARTMENT

EXCELLENCE · DEDICATION · SERVICE



www.CRgov.com/Police

2017

ANNUAL REPORT

Contents

Message from the Chief.....	3
Organizational Structure.....	4
Year in Review.....	8
Awards & Recognition.....	10
Citizen Survey.....	12
In Memoriam.....	13
Accomplishments.....	14
Benchmarking.....	16
Performance Measures.....	18
Department Statistics.....	25
Administration Division.....	28
Investigations Division.....	30
Patrol Division.....	32
Special Operations Division.....	34
Support Services Division.....	36
Department Happenings.....	38

MESSAGE FROM THE CHIEF



POLICE DEPARTMENT

100 N. Perry Street, Castle Rock, CO 80104
(303) 663-6100 Office | (303) 663-6105 Fax

I am honored to present you with the Castle Rock Police Department Annual Report for 2017. Our No. 1 priority is the safety and security of our residents, business community and visitors. Castle Rock Police Officers, civilian staff and volunteers work every day to serve people one-by-one. We call this One-by-One Policing, and it takes Community Policing to a more personal level. This is truly about *servicing people one by one* so together we can create safe and secure environments where people can thrive.

The Castle Rock Police Department strives to go beyond providing a safe community. We focus on engaging with the community, earning trust, building relationships, and creating an environment where our community views us as not only their protectors but as trusted friends and fellow community members. In 2017, our dedicated and highly trained staff of 73 sworn officers, 26 civilians and numerous volunteers work tirelessly every day to do just that. One-by-One Policing is the vehicle that facilitates this goal.

Castle Rock is one of the safest, fastest growing communities in the country. Our Vision Statement provides for a strong commitment to partnering with the community. Listed below are some of our 2017 accomplishments - many of which are community-based accomplishments and are focused on providing a safe community while building trust:

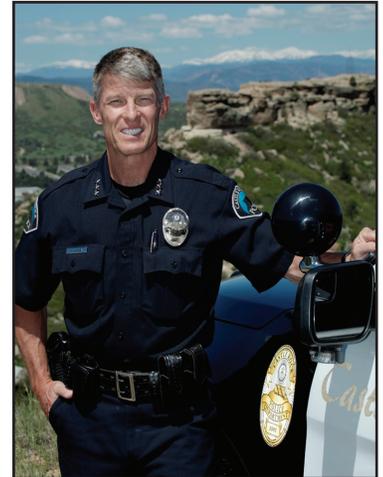
- Citizen Survey results
- Citizens' Police Academy
- Coffee with a Cop
- COPS Camp
- Crime Free Multi-Housing
- Dirt Jumps and Donuts
- Domestic Violence Lethality Assessment Program
- Drug Take Back events
- Heroes and Helpers
- National Night Out
- Police Explorers
- Safest Place Award - 2017
- Special Olympics Colorado

Our annual report highlights the work of the men and women of the Castle Rock Police Department. You will find information on crime statistics, performance measurements as well as information relating to individual divisions within the department.

Thank you for supporting the dedicated men and women of the Castle Rock Police Department and for helping make Castle Rock a safe and thriving community. I am extremely proud of our employees and honored to serve along with them.

Sincerely,


Chief of Police



Chief Jack Cauley

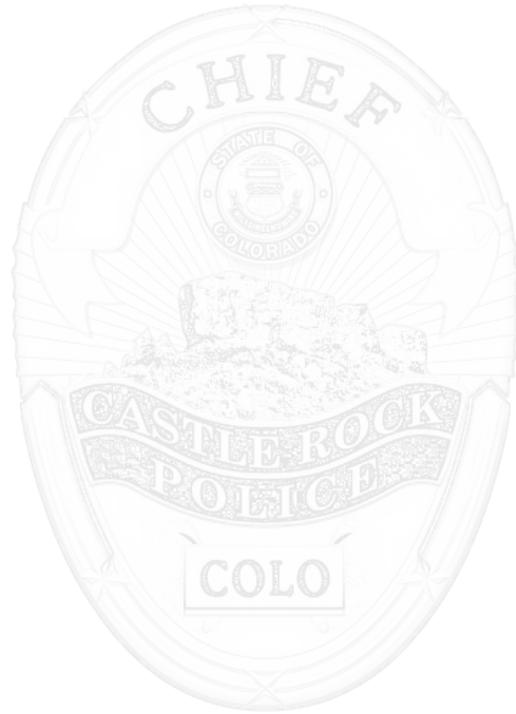


ORGANIZATIONAL STRUCTURE

COMMAND PERSONNEL



JACK CAULEY
Chief of Police



JOHN ANDERSON
Commander
Special Operations



DOUG ERNST
Commander
Investigations



TIM GORMAN
Commander
Support Services



JASON LYONS
Commander
Patrol



TODD BROWN
Sergeant



SCOTT CLATON
Sergeant



KEVIN McCANN
Sergeant



ERIC McCARTY
Sergeant



TIM RATCLIFF
Sergeant



MARC RUISI
Sergeant



RANDALL SPEAECT
Sergeant



KEVIN TORRENS
Sergeant



SAM VARELA
Sergeant



KAL COLLINS
Corporal



ROBERT GRAFNER
Corporal



TIM GRANDY
Corporal



SETH MORRISSEY
Corporal



VERN MYERS
Corporal



TY PETERSEN
Corporal

SUPERVISORY
PERSONNEL
(SWORN)

ORGANIZATIONAL STRUCTURE

SUPERVISORY PERSONNEL (CIVILIAN)



CINDI DIECK
Communications
Manager



BECKY HERNANDEZ
Administrative
Supervisor



DEBBIE LEWIS
Victims Assistance
Coordinator



LINDA OMAR
Records
Supervisor

ADMINISTRATION

Chief of Police

Divisions

Administrative Supervisor

Senior Office Assistant

INVESTIGATIONS

- (1) Commander
- Detective Unit**
- (1) Sergeant
- (6) Detectives
- (1) Crime Analyst
- Impact Unit**
- (1) Detective
- Property & Evidence Unit**
- (1) Technician
- Victims Assistance Unit**
- (1) Coordinator
- (1) Advocate
- (12) VA Volunteers
- (1) Senior Office Assistant

PATROL

- (1) Commander
- Patrol Unit**
- (6) Sergeants
- (6) Corporals
- (33) Police Officers
- Bike Unit**
- (2) Police Officers
- K-9 Unit**
- (2) Police Officers
- (2) Police Service Dogs
- Volunteers in Policing-VIPS**
- (10) Community Safety
- (2) Administrative
- Explorer Post #401**
- (16) Explorers

SPECIAL OPERATIONS

- (1) Commander
- (1) Sergeant
- COPPS Unit**
- (2) Police Officers
- School Officers / Marshals**
- (2) Police Officers - SMO
- (1) Police Officer - SRO
- (1) Police Officer - YESS
- Traffic Unit**
- (4) Police Officers
- Animal Control Unit**
- (2) Animal Control Officers

SUPPORT SERVICES

- (1) Commander
- Professional Standards, Training & Development**
- (1) Sergeant
- Communications Unit**
- (1) Communications Manager
- (12) Dispatchers
- Records Unit**
- (1) Records Supervisor
- (3) Records Specialists
- (1) Digital Media Technician
- Chaplain Program**
- (4) Chaplain Volunteers

FULL-TIME EQUIVALENT (FTE)

Chief of Police	1	Administration	Commissioned	1
Commanders	4		Non-Commissioned	2
Sergeants	9			
Corporals	6	Investigations	Commissioned	9
Detectives	7		Non-Commissioned	4
Officers	46		Contract Employee	1
<u>TOTAL STAFF:</u>			Volunteers	12
Commissioned	73.0			
Non-Commissioned	25.75	Patrol	Commissioned	49
POLICE FTE¹	98.75		Explorers	16
<i>¹ Excludes contract employee, volunteers, explorers</i>			Volunteers	12
Contract Employee	1	Special Operations	Commissioned	12
Volunteers	28		Non-Commissioned	2
Explorers	16			
TOTAL DEPARTMENT²	143.75	Support Services	Commissioned	2
<i>²Includes contract employee, volunteers, explorers</i>			Non-Commissioned	18
			Volunteers	4



YEAR IN REVIEW

JANUARY

New Officers Join CRPD

Five new officers joined the Castle Rock Police Department in January. These additional officers allow the department to keep up with a rise in calls for service as the Town continues to grow both residentially and commercially.

Welcome aboard!



FEBRUARY

District 2 Open House

Families from Sapphire Pointe and Diamond Ridge communities were able to connect with Chief Cauley, Community Policing officers and their Councilmember. Attendees were able to obtain information on projects that will impact them, enjoy time with their family, and meet new neighbors.



MARCH

Toymaker Surprise

One of our talented citizens made a surprise visit to our department. He handcrafts toys for children and brought a variety to share between three of our units.

- *Detectives Unit
- *Victim Assistance Unit
- *Records Unit



JULY

Dirt Jumps and Donuts

Bike officers Coyle and Schlecht held the first Dirt Jumps and Bike event on July 19. Due to its successful launching, three more events were scheduled in August. Kids of all ages came out to ride with the police officers!



AUGUST

COPS Camp

COPS Camp (Challenge, Overcome, Preserve, Succeed) is a multi-day experience pushing participants both mentally and physically. Kids (ages 13-17) participate in a range of outdoor adventure activities focusing on developing teamwork and leadership.



SEPTEMBER

Touch A Truck

Families came out to the Douglas County Fairgrounds to participate in the 2nd annual Touch A Truck event. The lineup included police, firetrucks, construction, news, and military vehicles! More information is found on [page 35](#).



APRIL

Honor Guard Unit

CRPD's Honor Guard was chosen to present the colors during the National Anthem at the opening weekend for the Colorado Rockies. Castle Rock Police established the Honor Guard in 2016. This unit continues to be a highly sought-after function of the department.



MAY

Annual Awards Ceremony

On May 19, the department held its annual Awards Ceremony during National Law Enforcement Officers week. Six award categories were presented to 17 sworn personnel, 1 civilian staff member and 1 Castle Rock citizen.



JUNE

Citizens' Academy Graduation

This year, 30 participants graduated from the Citizens' Police Academy. The program provides classroom and hands-on police training. Participants are exposed to mini versions of the same types of training actual officers experience. The Academy is held in the spring of each year.

Congratulations Class of 2017!



OCTOBER

Drug Take Back

The department participated once again in the DEA's annual Drug Take Back day. CRPD collected 201 pounds of drugs during this one event. This service is provided to our citizens at no cost and is anonymous. There is also a drug collection box inside the lobby and is available during office hours, excluding holidays.



NOVEMBER

Sinek Visits CRPD

Simon Sinek, British/American author, consultant, and Columbia University professor visited Chief Cauley along with command and leadership staff, officers, and our Town Manager and Deputy Town Manager. Simon is known globally for his motivational speaking and asked to meet with us regarding the changing of our culture.



DECEMBER

Heroes & Helpers

The department's Heroes & Helpers event was another successful event receiving many donations, which helped provide gifts for 24 families (67 children). The Explorer Unit also assisted with the Municipal Court's Santa's Second Chance program - a Christmas gift card program and Toys for Tots. This program helped over 400 children.



AWARDS & RECOGNITION

May 18, 2017 - Philip S. Miller Building

Unit Citation Award

The Castle Rock Fire Department presented their Unit Citation to the following officers for their outstanding performance and teamwork:

Officers Weston Body, Jacob Coyle, Troy Gardner, Daniel Moffitt and Justin Smith

On July 14, 2016, officers were called to a serious vehicle accident with four patients, three were children. Their quick response assisted CRFD in providing excellent care for the family.



Ofc's. Body, Smith, Moffitt, Gardner, Coyle

Citizen Commendation

The Citizen Commendation is awarded to a citizen for assistance rendered to the Department in carrying out its mission.

Citizen Mrs. Allspach

For the past nine years, Mrs. Allspach has been the primary donor of teddy bears to the Castle Rock Police Department's Victim Assistance Unit. It is estimated that she has donated approximately 1,000 teddy bears since 2008.



Chief Cauley & Mrs. Allspach

Police Merit Award

The Police Merit Award is given to a commissioned member who, through exceptional investigative work, makes a significant contribution to the successful apprehension of a suspect or the successful resolution of a criminal incident.

Sergeant Kevin Torrens, Corporal Kal Collins and Detectives Brian Finley and Mike Williams

On October 31, 2016, Sergeant Torrens observed two juvenile males walking with a backpack. He attempted contact when they took off running. Torrens gave chase

and located them; however, the backpack was missing. Their backpack was later found and contained a handgun - determined as stolen from one of their parents. Corporal Collins contacted one of the juveniles' parents, who advised their son had chemicals in the basement. The Fire Department was called and resulted in the discovery of illegal and dangerous explosive chemicals. Detectives Finley and Williams were asked to assist in the investigation. They discovered the juveniles had been involved in other crimes including an armed robbery.

Letters of Commendation

This letter is awarded to a member of the Department who, by exemplary conduct and demeanor, performs assigned functions in an unusually effective manner.

Officer Amanda Throckmorton

On April 12, 2016, Officer Throckmorton responded to a suicidal person call. She located the person in the garage of the residence standing on a ladder with a noose around his neck. After several attempts, Officer Throckmorton was able to get the male to begin talking with her, and he removed the noose and descended the ladder.

Officer Glenn Stark

On November 11, 2016, Officer Stark responded to a call made by school officials in reference to a student taking inappropriate pictures of other students. Stark learned the suspect's identity and secured his cell phone as evidence. A phone analysis revealed dozens of inappropriate pictures and videos of multiple juveniles. Numerous felony sexual exploitation charges were filed with the District Attorney's Office.

Detectives Mike Williams, Jason Maes and Evidence Technician Suzi Doerhoff

On December 22, 2016, Detectives Maes and Williams investigated a sexual assault on a juvenile victim. Maes compassionately interviewed the victim and collected appropriate evidence. Williams conducted a detailed interview of the suspect shortly after the sexual assault occurred and obtained voluntary DNA swabs from him. Detectives directed Doerhoff to coordinate the urgent

delivery of evidence. The laboratory confirmed the recovered DNA belonged to the suspect.

Life Saving Awards

This award is presented to a member who, while in performance of their duties, completes a physical act which directly results in the saving of a human life which is not their own.

Officers Daniel DeGennaro and Robert Schuster

On June 6, 2016, Officers DeGennaro and Schuster responded to a report of an adult female actively trying to commit suicide in a running vehicle inside her garage. DeGennaro and Schuster attempted to lift the garage door, which was locked. They went to the front door but were unable to make contact. The officers broke a window to the smoke/carbon monoxide-filled garage. Both officers put themselves in peril by entering the garage and ultimately carried the female outside to the sidewalk away from the toxic fumes.

Commander Jason Lyons

On January 15, 2016, officers were dispatched to a suspicious person call. Commander Lyons located the male subject and approached, in an attempt to communicate. The situation quickly escalated and Lyons requested immediate assistance. As all units were responding, the male climbed up the bridge in an attempt to jump. Lyons also climbed the bridge and was able to grab the male and take him to the ground out of harm's way.



Chief & Commander Lyons

Medal of Valor

The Medal of Valor is awarded to members who distinguish themselves through extraordinary heroism. This distinctive decoration is only given to those whose act or execution of duty must be performed in the presence of danger or at great personal risk and must be performed in such a manner as to render the member's police service highly conspicuous incident.

Detective Mark Galvan

On September 2, 2016, Detective Galvan, assigned to the Douglas County Regional IMPACT Team, was requested to respond to a home on a report of an intoxicated and heavily armed individual who had stated that he would kill anyone who tried to stop him.

Officers reported hearing a gunshot and observed the individual loading additional ammunition cans and firearms into a white motor home. Galvan joined Douglas County IMPACT Detective Dan Brite in his unmarked police pickup truck.



Cmdr. Ernst, Chief Cauley, & Det. Galvan

As Galvan and Brite exited their truck they were immediately fired upon by the suspect who was armed with an AK-47 style weapon. Officers returned fire. During this exchange of gunfire, Brite was critically wounded by the suspect. Once Galvan realized that Brite had been shot, he went to his aid.

Galvan loaded Brite into the pickup truck and drove to where a South Metro Paramedic Unit was just arriving. Detective Brite was transferred to nearby Parker Adventist Hospital for emergency care.

The suspect was ultimately shot and killed by other officers after he crashed his motor home across from the hospital and began firing his rifle at the medical offices on the hospital grounds.

Detective Galvan is commended for his bravery under fire, his quick actions in aiding in preserving Detective Brite's life, and his determination to stop a violent, armed person's intent on continuing a violent attack.

CITIZEN SURVEY

2017 Community Survey results

Since 2011, the Town of Castle Rock has commissioned a resident and business survey in each odd-numbered year. A total of 720 residents responded to the survey with full details of the survey report available on the Town's website: CRgov.com.

Interactions with Police Department Residents surveyed in 2017 were asked a variety of police and safety-related questions. Just over half of all residents (53 percent) had some form of police contact in the past two years with the most common contact being interaction with an officer (73 percent). Dispatchers (911 or non-emergency) had an interaction of 35 percent.

Police Performance Ratings

These same residents rated the performance of the police-related services. All attributes of police service scored very well, with the professionalism of our front counter staff receiving the highest ratings, improving from a score of 7.82 in 2015 to 9.04 in 2017. Below is the complete breakdown of police performance service ratings.

Town's Eight Key Priorities

The Town identified eight key priorities with *ensuring public safety* receiving the strongest support among the others categorized as: strong parks/recreation, water future, fiscal obligations, historic downtown, transportation, economic development, and managing growth.

Town's Key Community Questions

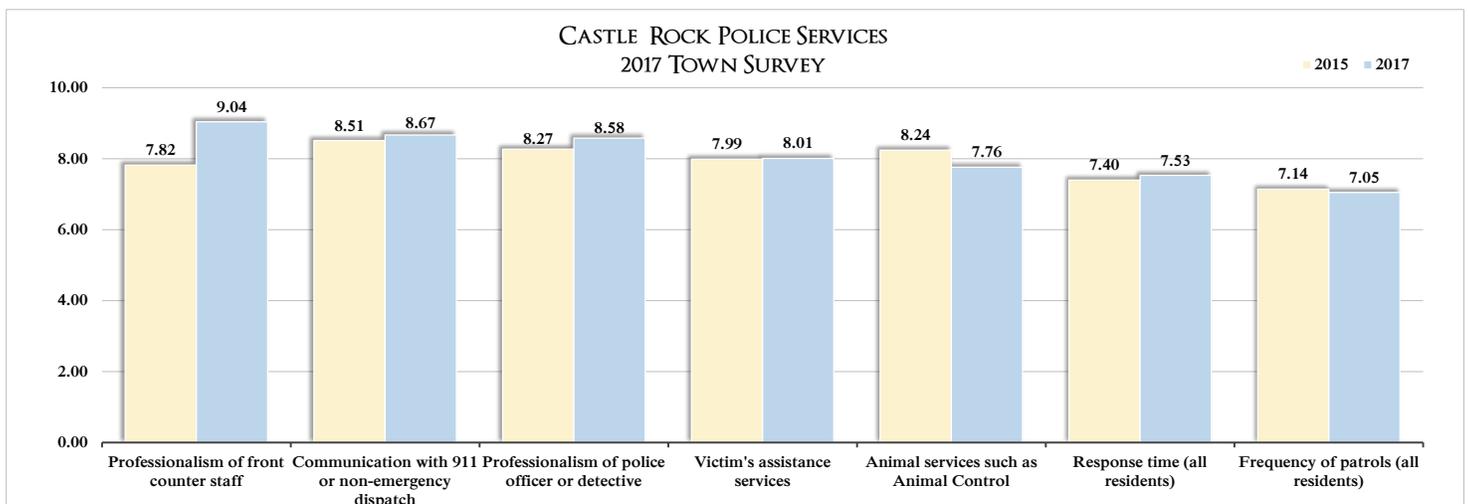
Five key groupings of questions were also identified using advanced analytics to factor 29 questions as they related to quality of, and residents' perceptions of, various aspects of the Town of Castle Rock. Public safety was again a leading factor receiving 7.70 on a scale of 0 to 10. Other important factors were water, local community, government involvement, and mobility. "Community Safety is the highest-rated dimension of the five" (Castle Rock community Safety Survey, 2017, pg. 35).

- The highest safety attribute is residents' confidence in the Police Department to provide a safe and secure community.
- The approachability of police officers is rated quite high and improved from 2015.



2017 Castle Rock Community Survey
Final Report
DATE SUBMITTED:
April, 2017
SUBMITTED TO:
Town of Castle Rock, CO
Prepared by
Northwest Research Group

[Read the entire 2017 report](#)



IN MEMORIAM



Zackari Parrish, III

Former Castle Rock Police Officer Zackari Parrish was killed in the line of duty with Douglas County Sheriff's Office on December 31, 2017. He responded to a disturbance when he was shot and killed. CRPD/SWAT officer Tom O'Donnell and three other DCSO deputies were also injured in the shooting.

The Castle Rock Star was lit displaying a thin blue line in remembrance of our friend and co-worker, Zack. Our department was honored to have worked with Zack. He and his family will be forever in our hearts.



Deputy Z. Parrish, III

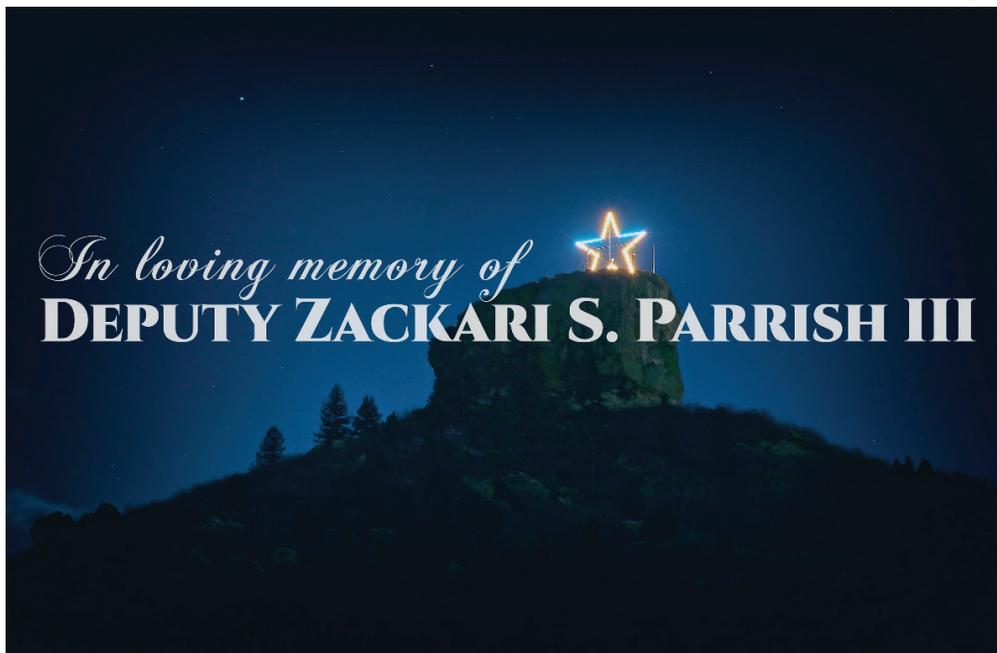


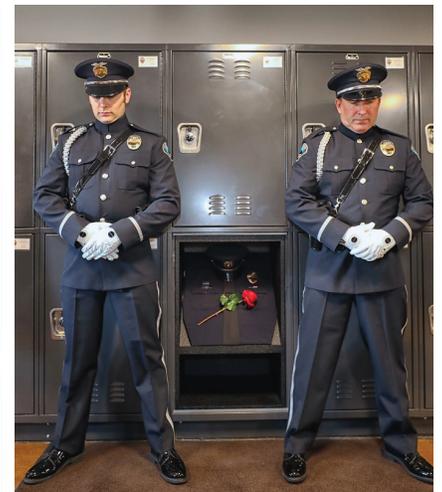
Photo Credit: Town of Castle Rock's Facebook page



Zack's CRPD swearing in, Jan. 2015



Castle Rock and Douglas County honor ZPIII
Courtesy of Tim Tonge



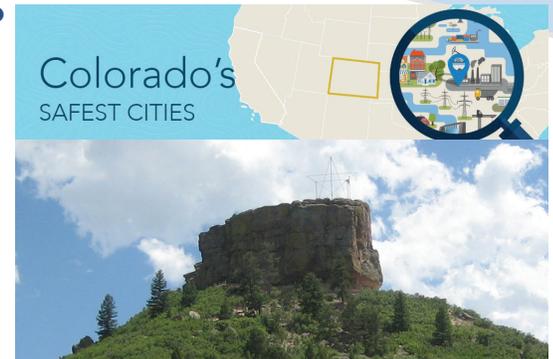
ZPIII dedication on Feb. 28, 2018
Honor Guard: D. Moffitt, K. Torrens

ACCOMPLISHMENTS

Castle Rock named one of 25 Safest Cities in Colorado

This achievement is in part a result of city/town government, police and residents all working together to ensure that Castle Rock remains safe.

- Security system company Safe Home ranked the top 25 safest communities in Colorado. Castle Rock came in at No. 5. Nationally, Castle Rock ranked in the top 25th percentile.



Accreditation through the Colorado Association of Chiefs of Police

In July 2017, the police department once again earned its Professional Standards Accreditation through the Colorado Association of Chiefs of Police (CACP). An accreditation is a credential or mark of excellence granted to law enforcement organizations that meet a strict set of standards. The CACP accreditation program provides law enforcement agencies with an opportunity to demonstrate compliance with an established set of professional standards on a voluntary basis and includes an external, objective evaluation.

In order to be considered for accreditation, the department was required to demonstrate that we met approximately 436 proofs of compliance for 213 standards *before* a site visit could be scheduled. CACP Chief Compliance Officers conducted an on-site visit in July, to tour our facility and meet with staff. The Assessors visited numerous areas in the department including records, communications, patrol, evidence and the temporary holding facilities.



SmartForce™ Information Sharing Software

In January 2017, the police department implemented a new software platform. SmartForce™ is designed to help reduce targeted crime and to keep officers more informed. The applications in this module provide a Criminal Justice Information Systems compliant communication and collaboration platform that drives more efficiency and accountability for reducing crime. In addition, the mobile functionality keeps officers informed of specific alerts and key events that are discussed from shift to shift whether they are in the office, in their cars, or on foot patrol.

Our Computer-Aided Dispatch (CAD) and Records Management System (RMS) are integral methods for operating a law enforcement organization. However, in today's policing, a new system is required. With today's increased demands and expectations on law enforcement agencies, gone are the days of just responding to calls for service and writing reports. In general, this software enables quicker search and access to critical data, targeted information sharing, user-friendly electronic work-flows, and facilitate collaboration so key initiatives and group problem-solving are accomplished more efficiently.



LanguageLine® InSightSM Video Interpreting

In April 2017, the Police Department began using a solution that provides interpretation and translation services using an iPad. LanguageLine offers video remote at the touch of a button through their LanguageLine® InSightSM Video Interpreting application. The company currently handles the majority of our over-the-phone interpretations for 911 emergency calls and officer interactions on patrol. The service is available 24/7/365 and fluent in 240 languages, including American Sign Language. The department purchased (9) nine iPad Pro's, which were distributed to Patrol, Records, and Traffic units. All connection's through the InSight video application are encrypted end-to-end, which supports compliance with privacy regulations including the Health Insurance Portability and Accountability Act (HIPAA). Within two weeks of implementing the solution, one of the patrol officers was able to utilize it when he responded to a call and met with a female who spoke only Spanish. His experience with the solution was, as he described it, "incredible." He said it reduced the anxiety of the situation since both he and the female could see and converse with the translator on the iPad. The solution improved customer service by saving time and allowing communication within minutes, and it was a professional and reliable solution rather than using an over-the-phone interpreter.



MorphoID™ Automated Fingerprint Identification System

In July 2017, the police department purchased (3) three mobile fingerprint devices (MorphoID) to be used by our officers in the field. This product is designed to work in conjunction with the mobile data terminal (MDT/ laptop computer) installed in our police vehicles. The device requires access to the Automated Fingerprint Identification System (AFIS) server located at the Colorado Bureau of Investigation (CBI) data center. This system is not just a mobile biometric device, it also comes with a complete solution for identification in the field. Once the matching results have been completed (30 to 60 seconds), the results are returned to the MorphoID software on MDT in the police vehicle. The results are then reviewed by the officer.

On July 20, 2017, officers responded to the Hampton Inn Express in Castle Rock in reference to forgery instruments located in the room, along with multiple fake IDs. Using the MorphoID device, the officers were able to positively identify two female suspects located in another hotel in Colorado Springs through the CBI/FBI database and determined their actual names. It was learned the suspects had multiple felony warrants for their arrests. Initially both female suspects had presented fake identification to both the Colorado Springs Police officer and our officers. The suspects were subsequently arrested for multiple felony criminal charges from this incident, to include 12 felony warrants that had been issued throughout the State of Colorado for their crime spree. Without the MorphoID device and the initiative of the officers, the Hampton Inn Express would have been another victim of Identity Theft and a multitude of other crimes.



BENCHMARKING

What is Benchmarking?

The [Benchmark Cities Survey](#) is referenced within this report and originally designed in 1997 by a core group of police chiefs throughout the country. These chiefs sought to establish a measurement tool to ensure their departments were providing the best service possible within their respective communities.

While no single measurement or statistic can capture or define crime trends, Part One Crime is a good place to start and is the industry standard.

Part One Person Crimes include: aggravated assault, homicide, rape, and robbery.

Part One Property Crimes include: burglary, motor vehicle theft, theft and arson.

Note: Arson statistics are reported by Castle Rock Fire and Rescue.

Participating agencies collect data annually for the Benchmark Cities Survey within four categories using [Uniform Crime Reporting \(UCR\)](#) data. These benchmark categories include general information, offenses, clearance rates and traffic safety. The final outcome is the published comprehensive Benchmark Cities Survey.

Our department uses this survey data to benchmark our performance measures. The Federal Bureau of Investigation (FBI) and Colorado Bureau of Investigation (CBI) collect, publish, and report crime statistics with the use of UCR data as well.

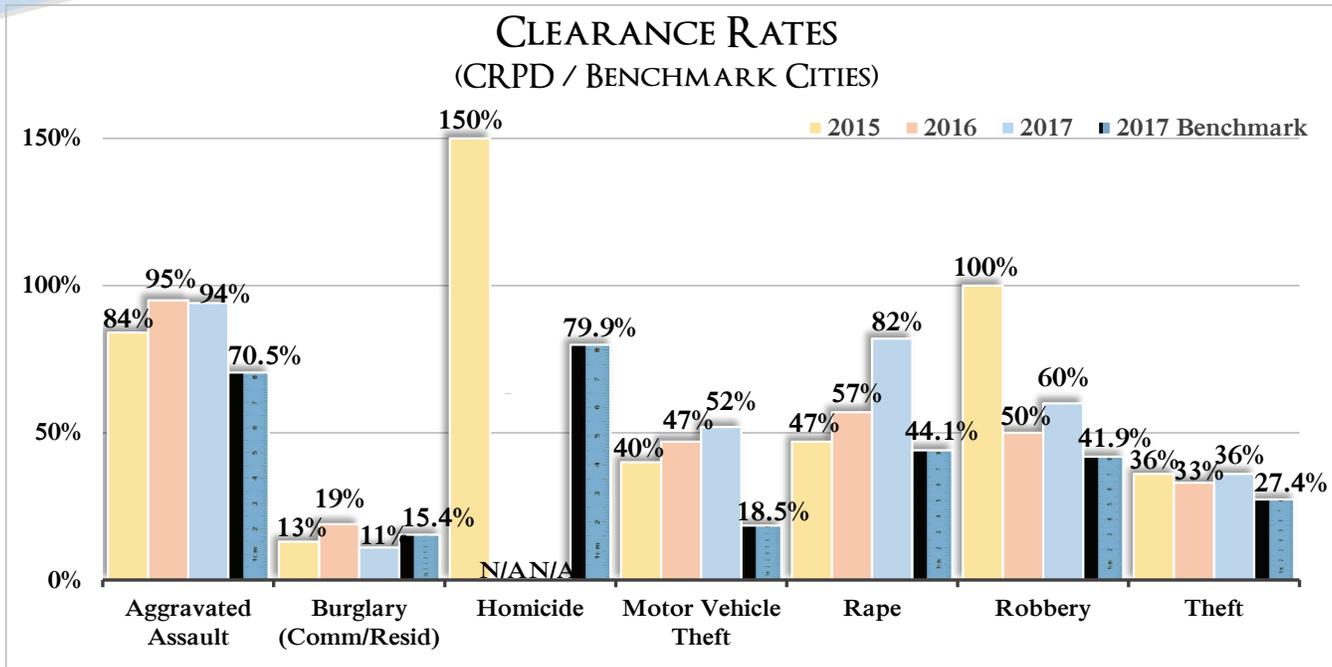
The Police Department's strategic measures are analyzed and reported within our annual reports. To view all department reports, please visit: CRgov.com/PDAnnualReport.

2017 Benchmark Cities Comparison

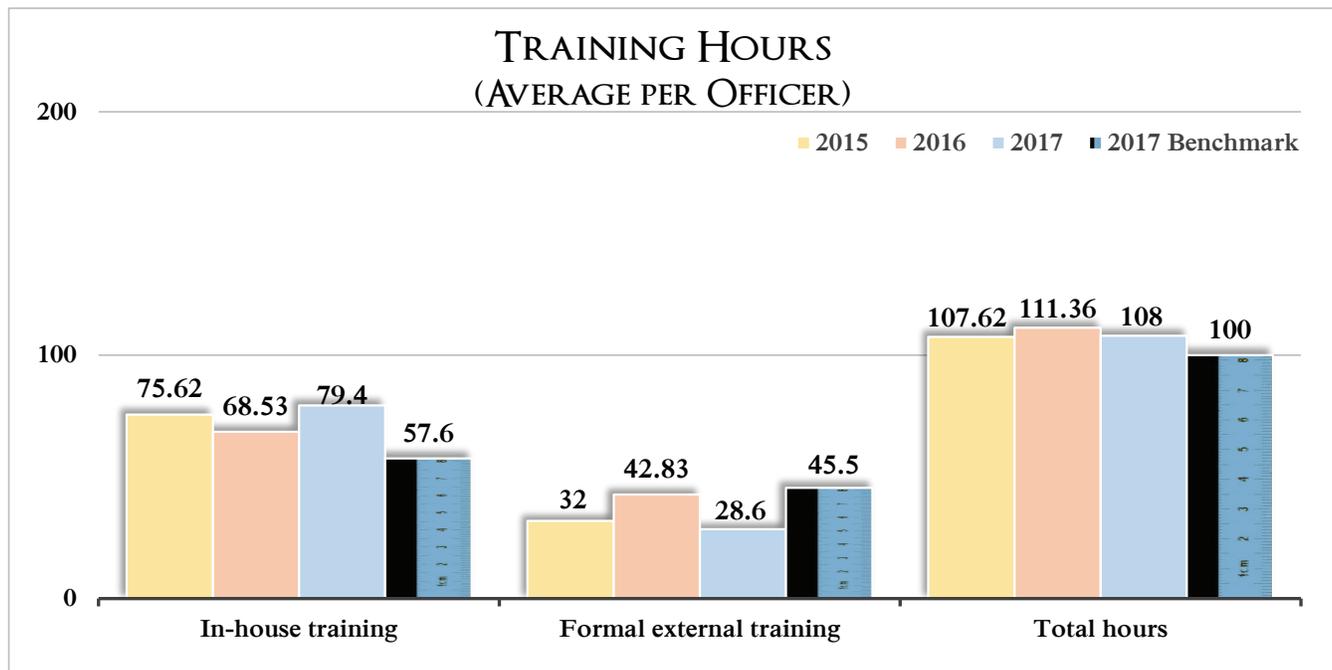
BENCHMARK COMPARISON	CRPD STATISTICS	BENCHMARK TARGET	MET GOAL
PART ONE CRIMES (per 1,000 population)			
Violent Crimes	1.3	≤ 2.7	✓
Property Crimes	19.5	≤ 25.7	✓
CLEARANCE RATES (Percentage of cases cleared)			
Violent Clearance Rates	85%	≥ 58.4%	✓
Property Clearance Rates	34%	≥ 20.3%	✓
TRAFFIC ACCIDENTS (per 1,000 population)			
Accidents (Injury)	0.7	≤ 5.1	✓
Accidents (Non-Injury)*	13.6	≤ 17.3	✓
Alcohol-Related Fatalities	0.0	≤ .01	✓
RESPONSE TIMES (emergency calls for service)			
Response Times (min:sec)	5:14	≤ 5:34	✓

Our 2017 annual report card, listed in the above table, is based on UCR statistics. At the end of each year, the Police Department compares our data to the Benchmark Cities Survey data.

**Reported non-injury accident data does not include private property accidents.*



Note: The clearance rate chart (above) uses Uniform Crime Reporting (UCR) data as these benchmark statistics aid our department in comparing data for our strategic measurements.



Notes: (a) The 2017 Benchmark Cities Survey excludes two agency's "formal" training records, which affects the benchmark's average total hours. (b) In 2017, the Professional Standards, Training, and Development Unit began tracking training statistics within a new platform. The 2015-2017 training statistics have since been revised to reflect the new platform.

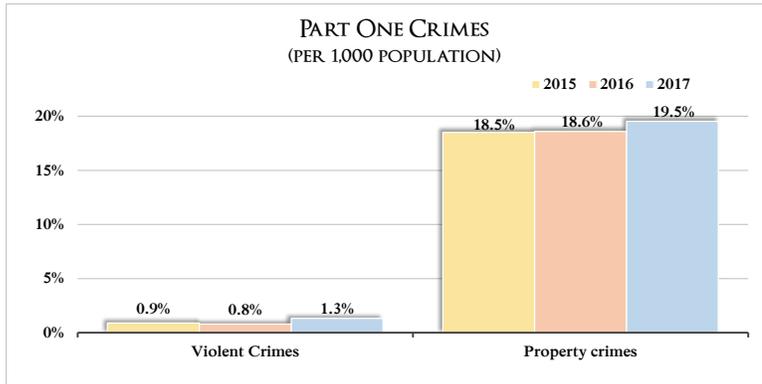
PERFORMANCE MEASURES

Strategic Performance Measures

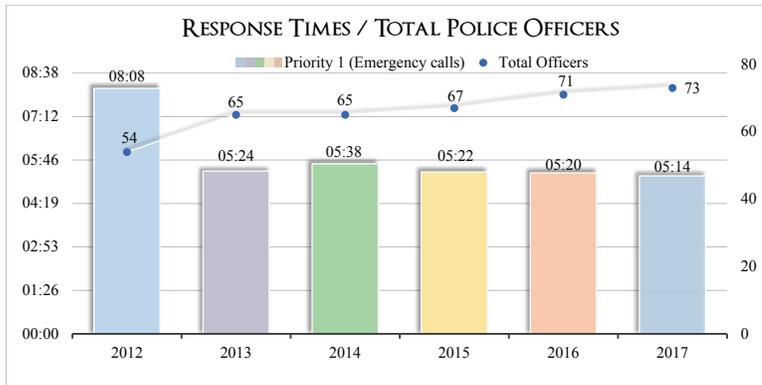
The Police Department's *Five-Year Strategic Plan* (2014-2018) outlines our six strategic priorities and provides guidelines on priorities, goals and measurements, which are required to carry out our mission effectively and efficiently. The following performance measurements are reported each year in our annual reports:

- | | | |
|-------------------|------------------------------|--------------------------------------|
| 1. Crime | 3. Employees | 5. Community Policing & Partnerships |
| 2. Traffic Safety | 4. Prepare for Future Growth | 6. Technology & Equipment |

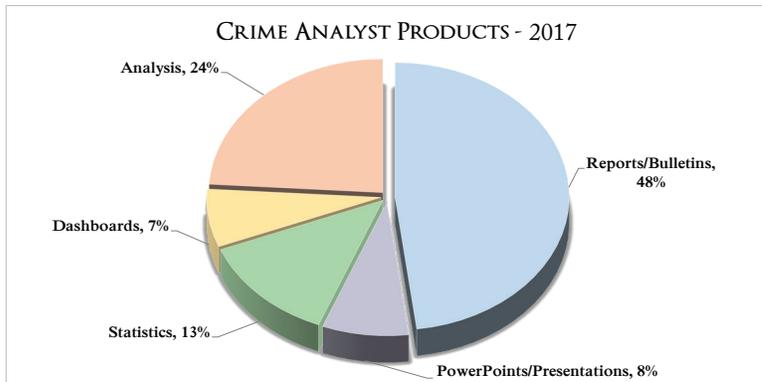
Strategic Priority 1: Crime



Part One Crime - There are eight Part One offenses in the UCR reporting system: murder and non-negligent homicide, forcible rape, robbery, aggravated assault, burglary, motor vehicle theft, larceny-theft, and arson. These offenses were chosen because they are serious crimes, they occur with regularity in all areas of the country and are likely to be reported to police. Castle Rock's Part One crimes are at a low crime rate per 1,000 population compared to the Benchmark Cities as shown on [page 16](#).



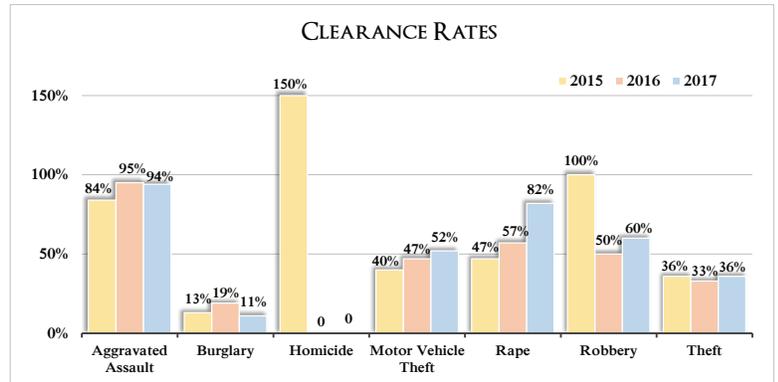
Response Times - The Department recognizes that prompt and effective delivery of police services continues to be important to our community. Our department improved our Priority 1 response times by realigning the Town's geographical districts based on real-time data received and balancing officers' workload with proactive patrol deployments. This data-driven approach to deployments ensures that officers are in the areas with the highest volume of activity. These small but substantial changes have reduced our response times drastically since 2012.



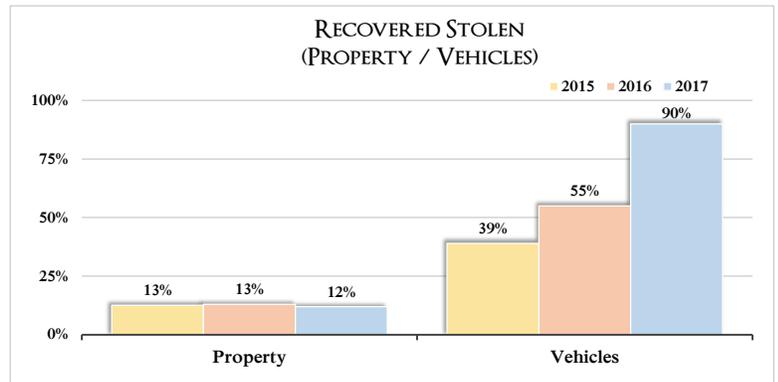
Crime Analyst - The crime analyst provides many pieces of information that are shared within the agency and the public, including maps, trend reports, series, forecasts, and predictions. Multiple dashboards are also created for quick crime data overview and deployment strategies. The analyst's work product is shown in the chart at left.

Strategic Priority 1: Crime (continued)

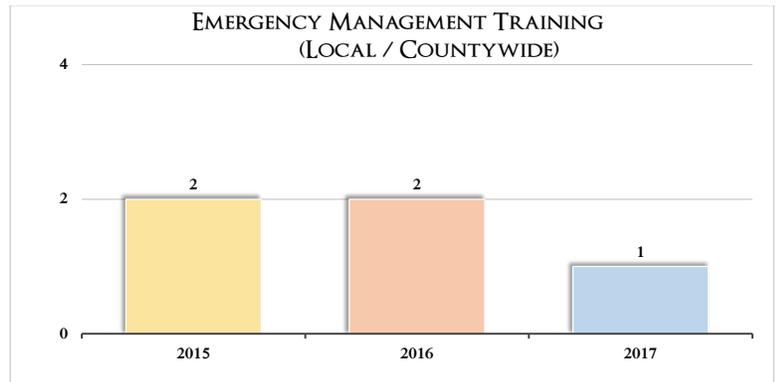
Clearance Rates - The clearance rates are the percentages of arrests on reported crimes. This information is used as a performance measure for year-to-year comparisons within the organization as well as comparisons within similar law enforcement agencies.



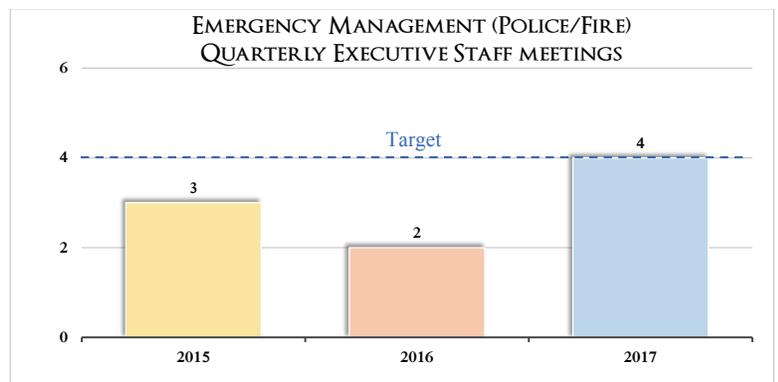
Recovered Stolen - One of the functions of a police department is to recover and return stolen property to its owner. In 2017, the recovered stolen vehicles increased 63 percent from 55 percent in 2016. Stolen property showing a 7.7 percent decrease from the previous year.



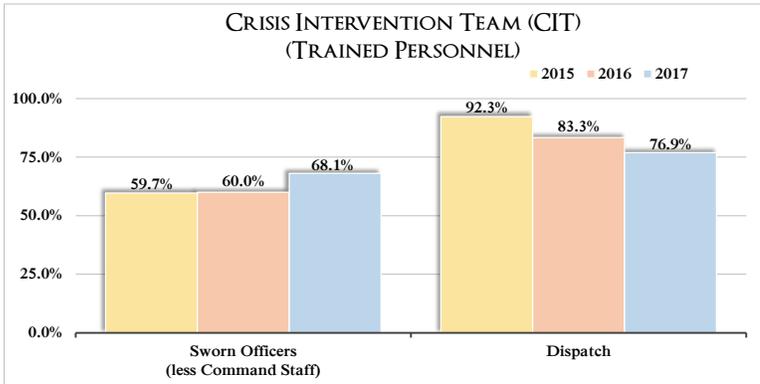
Emergency Management Training - Maintaining the capability of an effective emergency management system, and the response to and recovery from a critical incident, is extremely important to this department. One measurement is the participation of local or countywide emergency management training exercises. In 2017, the department participated in one multi-jurisdictional trainings with the CRFD regarding emergency fire calls.



Another measurement of maintaining the capability of effective emergency management is the quarterly meetings with the Castle Rock Fire and Rescue Department’s Executive Staff. The Police and Fire departments work in conjunction to maintain effective emergency management capabilities.



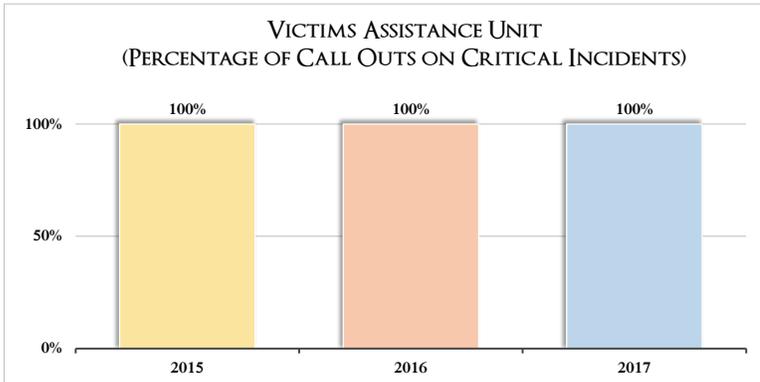
Strategic Priority 1: Crime (continued)



Crisis Intervention Team (CIT) - The CIT team continues to connect individuals suffering from mental health issues with the appropriate levels of mental health services. Training is conducted annually for our sworn officers and dispatch personnel.

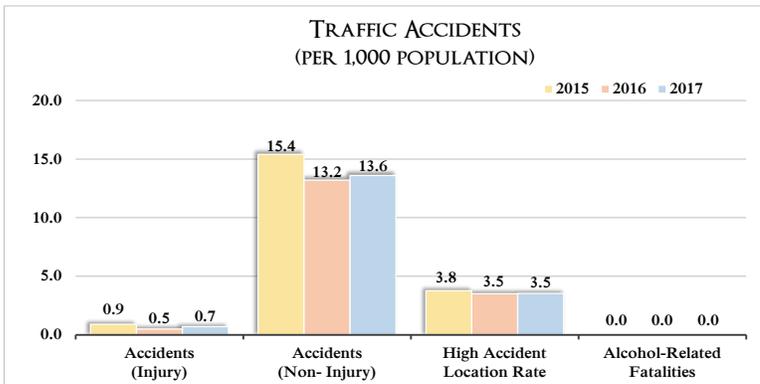
Excluding command staff, our CIT certified staff included:

- 47 police officers or 68 percent
- 10 dispatchers or 77 percent



Victims Assistance (VA) Unit - The VA Unit continually strives for 100 percent response by their personnel on all critical incidents. This unit works with crime victims during traumatic events to provide support and resources as needed. More information about this unit is available on [page 30](#).

Strategic Priority 2: Traffic Safety



Traffic Accidents - Traffic safety continues to be one of the department's foremost concerns for our growing community. We work to identify the resources necessary to reduce both the number and severity of traffic crashes and increase public satisfaction with our traffic conditions. As shown in the Traffic Accident chart, the Town's traffic accidents (both injury/non-injury) and rate of accidents decreased between 2015 and 2017 although the population in Castle Rock increased by 10.7 percent (59,189 to 65,520).

Strategic Priority 3: Employees

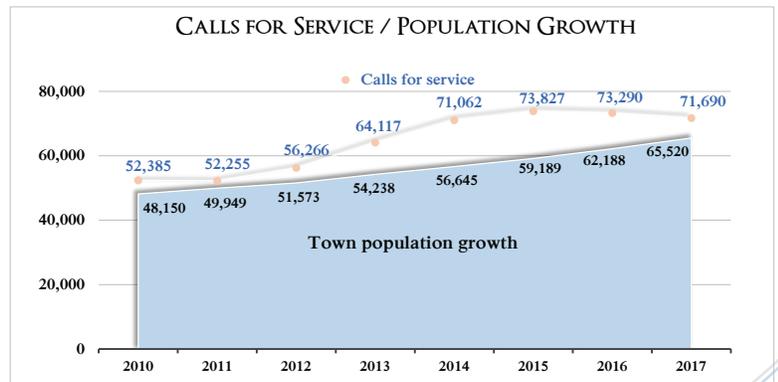
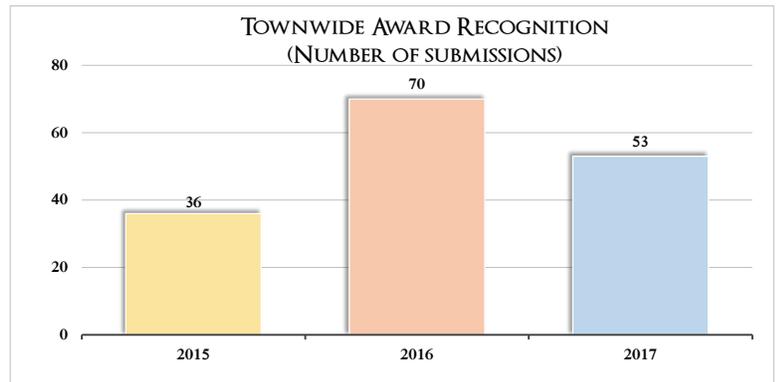
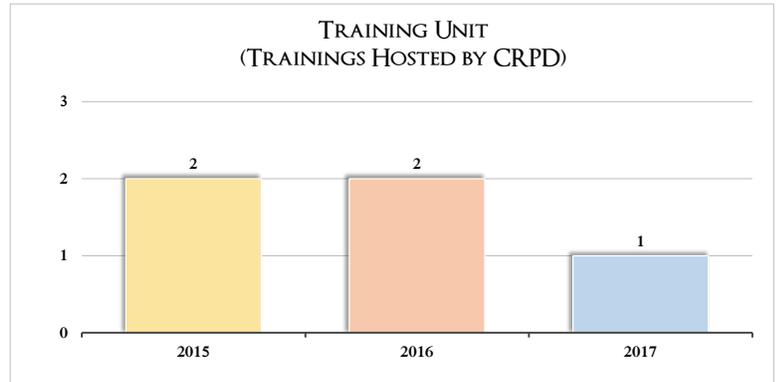
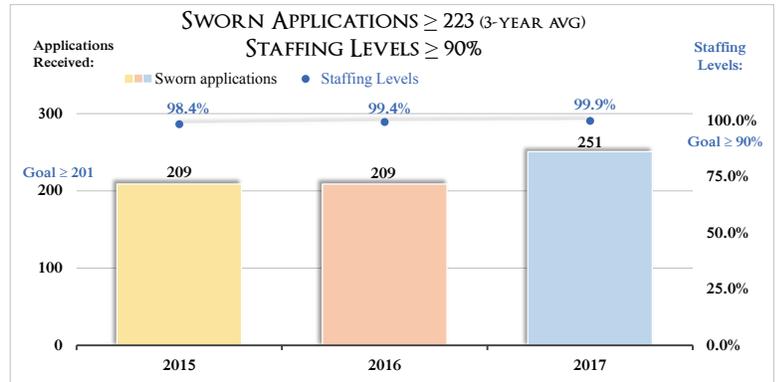
The Castle Rock Police Department is dedicated to maintaining its reputation as one of the most highly regarded law enforcement agencies in the Front Range region. The department firmly believes our greatest asset is our people. Continuous investment in our human capital pays huge dividends. Maintaining a well-trained and well-equipped workforce ensures that the highest levels of professionalism and service are being extended to the citizens of this community. We also understand that today's police officer wants to be part of something special. We are very proud to have the ability to recruit and retain the finest officers in the profession. With this in mind, we strive to maintain a 90 percent staffing level throughout the year. Our goal for sworn applications received is based on a three-year average (≥ 223).

Townwide Award Recognition - The Police Department continues to recognize the importance of employee accomplishments throughout the year. We encourage submissions to the Townwide Award Board, which presents a variety of awards such as the Town's Applause and Value Awards.

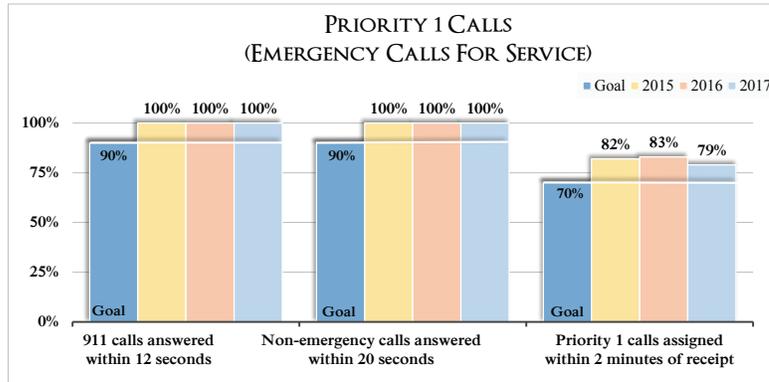
Strategic Priority 4: Prepare for Future Growth

In the past three years (2015-2017), our community experienced a population increase of over 10.7 percent, with a 5.4 percent change between 2016 and 2017. Calls for service experienced a 2.2 percent decrease from 2016 to 2017. The department continues to monitor our Town's growth trends and responds appropriately with staffing and resources.

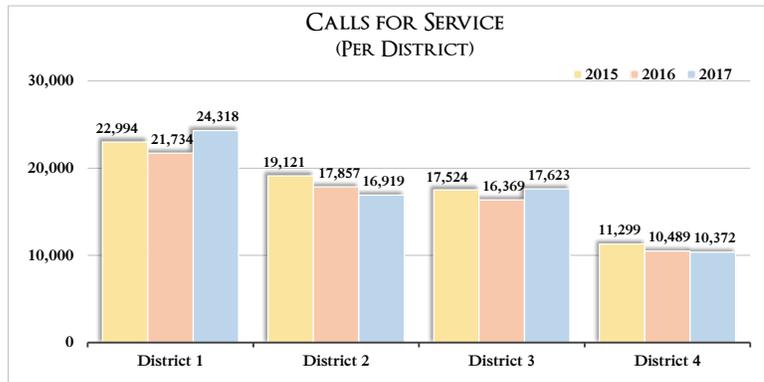
Note: Calls for service also includes officer initiated calls.



Strategic Priority 4: Prepare for Future Growth (continued)

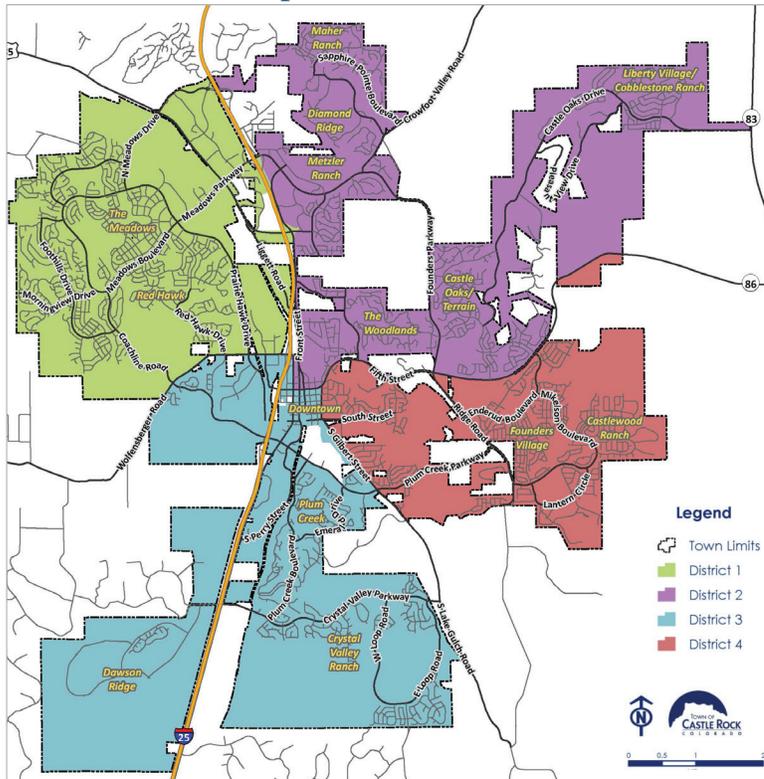


Priority 1 Calls for Service - Emergency calls that require immediate response and where an immediate threat to life exists are classified as Priority 1 calls. The department strives to answer all 911 calls within 12 seconds or less - with non-emergency calls answered within 20 seconds or less. All calls are tracked from the time the call is received in the Communication Center to the time it is dispatched, then to the time the officer arrives on scene. The Communication Center not only met but exceeded their goals during the past three years.



Calls for Service - As our community continues to grow, so does the Castle Rock Police Department. In 2017, each patrol team was staffed with seven officers. These officers are assigned to four districts within Castle Rock as shown on the District map. The patrol officers responded to approximately 1,328 calls for service per week.

CRPD District Map



Copyright 2016, Town of Castle Rock (GIS Department)

To effectively provide service to our increasing population, the department needs to grow in response to that demand. Such an expansion necessitates hiring personnel and acquiring physical resources, as well as developing strategies and methods for providing quality services to the entire community.

Castle Rock Police strives to keep our community among the safest in the nation. Since 2012, our department increased from 54 sworn officers to 73 and our response times decreased from 8:08 (min:sec) down to 5:14 (min:sec). During the past five years (2013-2017), calls for service increased by 11.8 percent. More details on the above statistics may be found on [page 18](#) or [page 21](#). Despite the increase in call volume, crime levels have continued to remain low.

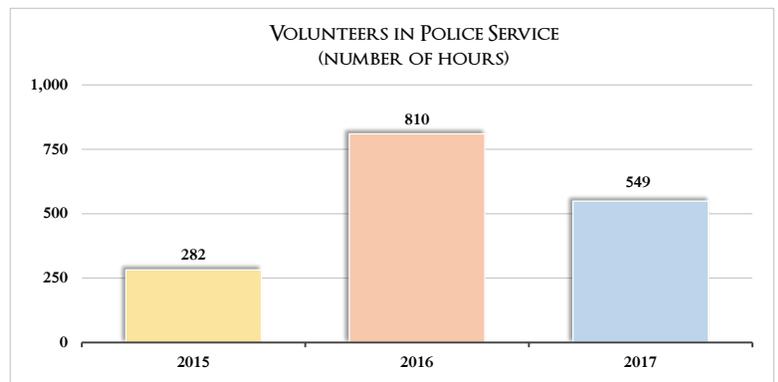
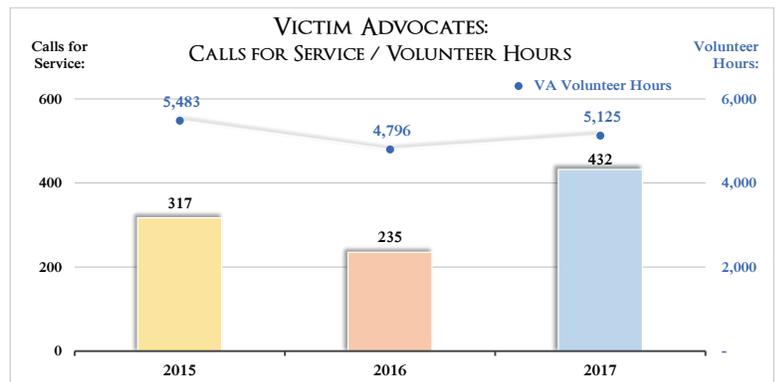
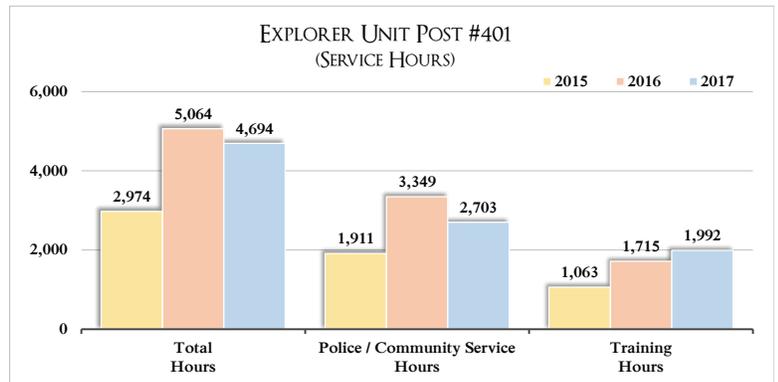
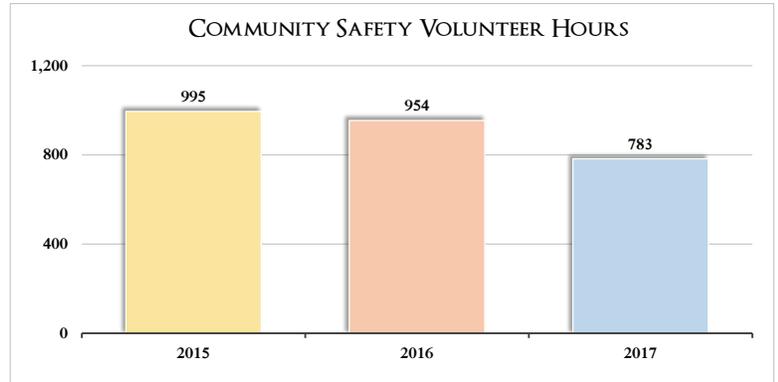
Strategic Priority 5: Community Policing and Partnerships

Community Policing - The Community Policing philosophy is to assist the public in establishing and maintaining a safe, orderly social environment to live, work and play. While apprehending criminals is one important goal of policing, it is not necessarily the most important goal. Community Policing is dedicated to solving crimes and resolving citizens' concerns by working with and gaining support from the community. The most effective solutions include coordinating relationships between the police, local government, citizens, and local businesses to address the problems affecting the community.

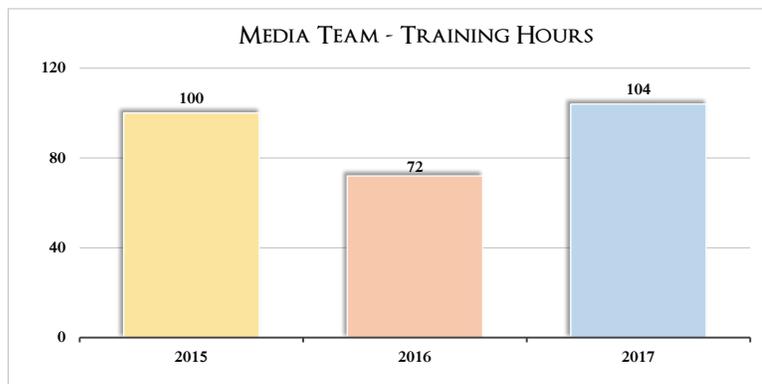
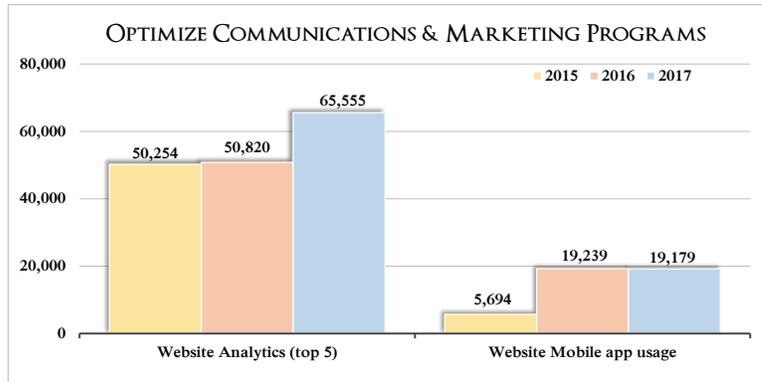
The Castle Rock Police Department expects all officers to embrace and apply this philosophy in their daily work. Our department engages the community in a variety of ways including: surveys, Town meetings, interest group meetings, and programs such as our Citizens' Police Academy, National Night Out, Coffee with a Cop, and the Crime Free Multi-Housing program.

Victim Advocate Volunteers - In order to provide 24 hours a day, 7 days a week services to our victims of crime, we utilize a volunteer staff of victim advocates that provide night and weekend coverage. In addition to providing these victim services, they also provide services to victims and their families of other tragic events. Several of the volunteers also provide office assistance throughout the week. In 2017, the victim advocates provided 432 hours.

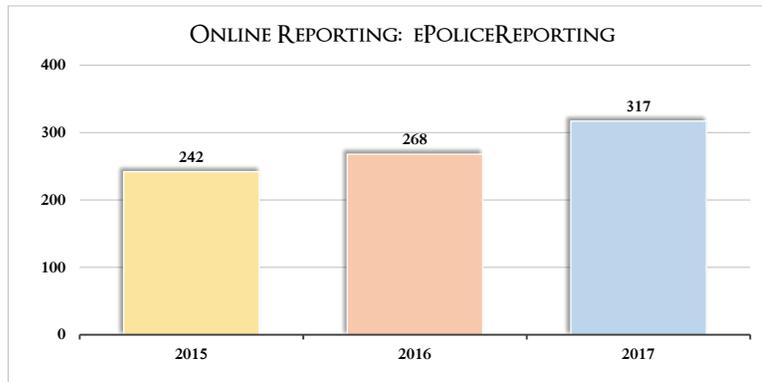
VIPS Administrative Volunteers - The administrative Volunteers in Police Service (VIPS) assist with clerical duties and/or provide our property/evidence technician with assistance such as cataloging items received and dispositions on items set to be returned to their rightful owner or destroyed. From 2015 to 2017, the number of volunteer hours increased significantly (94.7 percent increase). The department is extremely appreciative of our volunteers' service.



Strategic Priority 5: Community Policing and Partnerships (continued)



Strategic Priority 6: Technology & Equipment



Note: 2016 data has been revised due to updated Coplog report.

Community Relations - The Town's Community Relations and Police departments strive to maintain enhanced communication and marketing programs. Joint efforts include emergency crisis communication and media management, social media engagement, special events, website, and internal/external programs. The analytics chart describes the department's top five page views on both the Town's police website and mobile app usage:

1. Police landing page
2. Becoming a police officer
3. Coffee with a Cop
4. Police Records
5. Code Red

The Media Team's 104 training hours includes:

- CORA/CCJRA
- FBI LEEDA Media & Public Relations
- International Association of Chiefs of Police (IACP) - mid-year conference
- General media/PIO training
- IACP social media training

Technology & Equipment - Implementing technology assists the department in reducing crime, improving employee safety, promoting department transparency, increasing efficiency, and anticipating crime trends.

Identifying and implementing crime analysis software and mapping tools provide police management and employees with real-time access to crime data. This efficiently allocates and deploys resources using a data-driven, intelligence-led policing approach.

New technology in 2017 included the SmartForce software ([page 14](#)), LanguageLine and MorphoIDent fingerprint system ([page 15](#)).

Online Reporting - The online police reporting system, [ePoliceReporting](#), allows our citizens to report many types of crime including theft, vandalism, trespassing, lost property, and phone or Internet scams.

DEPARTMENT STATISTICS

Other Department Statistics

Many other statistics are found within this Department Statistics section. These charts incorporate the [National Incident-Based Reporting System \(NIBRS\)](#) data.



NIBRS collects their data on each single incident and arrest within 24 offense categories made up of 52 specific crimes called Group A offenses. For each of the offenses coming to the attention of law enforcement, specified types of facts about each crime are reported. In addition to the Group A offenses, there are 10 Group B offense categories for which only arrest data is reported.

Major Crimes and Trends

Total Crimes increased by 93 incidents (6 percent) from 1,543 (2016) to 1,636 (2017). The majority of increases were due to property crime increases specifically seen in theft and embezzlement cases.

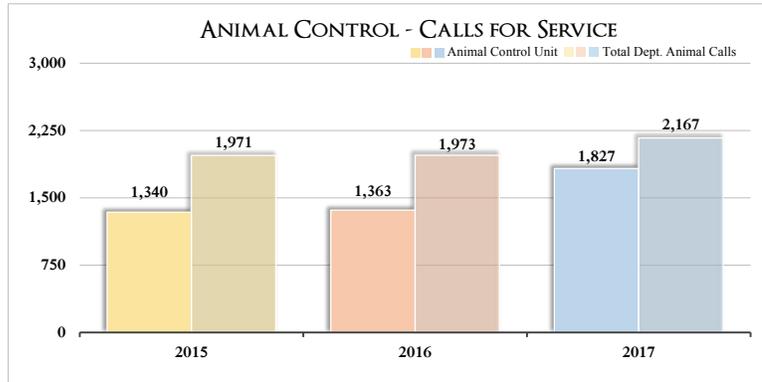
Total Person Crimes decreased in all categories with the exception of sex offenses, which increased by 5 incidents (9.3 percent). Total persons crimes decreased by 10 incidents (-3.2 percent) from 308 (2016) to 298 (2017).

Total Property Crimes increased by 103 incidents (8.3 percent) from 1,235 (2016) to 1,338 (2017). The Town has continued to see slight increases in burglary, theft, and motor vehicle thefts, with many related to garage doors being left open and property taken from inside garages.

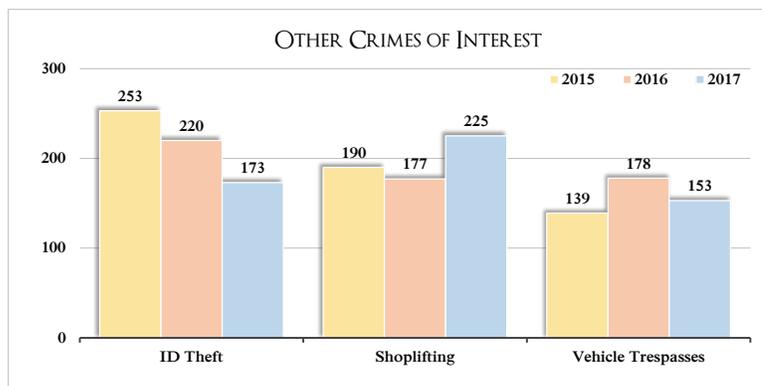
CRPD 3-YR COMPARISON*	2015	2016	2017
Assault	264	229	221
Aggravated Assault	30	25	18
Homicide	1	0	0
Sex Offenses	60	54	59
TOTAL Person Crimes	355	308	298
Burglary	95	108	114
Fraud	328	315	314
Motor Vehicle Theft	52	45	57
Robbery	3	4	10
Theft, Embezzlement	751	763	843
TOTAL Property Crimes	1,229	1,235	1,338
TOTAL CRIMES	1,584	1,543	1,636

*A new repository platform was available in 2017, which deducted unfounded crimes from department statistics. Previous years' (2015 and 2016) were also revised to reflect this new platform.

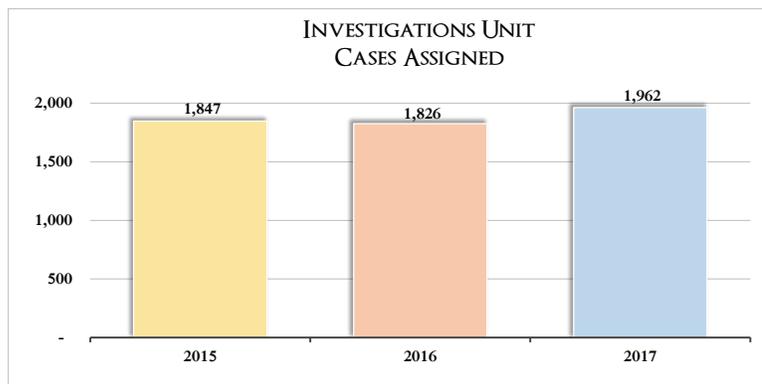
Other Department Statistics (continued)



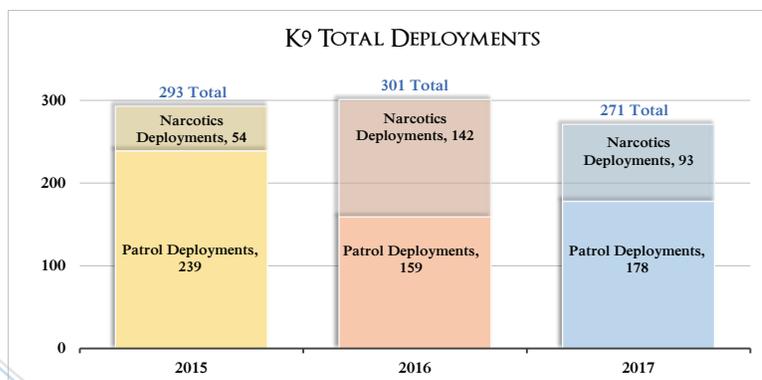
Animal Control Unit (ACU) - Staffed with two animal control officers daily, these officers are on duty from 8 a.m. to 6 p.m., excluding most holidays. In the event an animal control officer is not available, all animal calls for service are directed to the patrol division. The majority of animal-related service calls for the department were handled by the ACU and reflected a 34 percent increase in their number of calls between 2016 to 2017.



Other Crimes of Interest – Identity theft and vehicle trespass crimes decreased from 2016 to 2017 (-21.4 percent and -14 percent respectively). Shoplifting cases increased 27 percent during this same time-frame.



Investigations: Cases Assigned – Cases not closed by the Patrol Division are then assigned to the Investigations Unit. This past year the unit experienced a 7.4 percent increase in cases assigned to the unit.



K9 Unit– The two K9 Units deployed a total of 271 times in 2017 and reflects a 10 percent decrease from 2016. PSD Titan was on light duty at the end of 2017, which affected their total statistics. Refer to [page 33](#) for additional information on our two K9 Units.

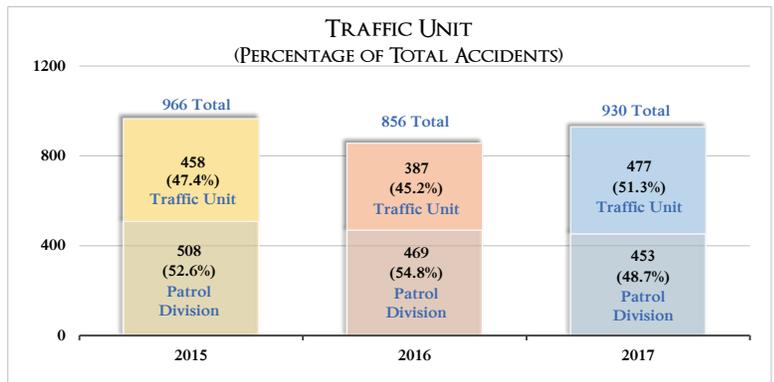
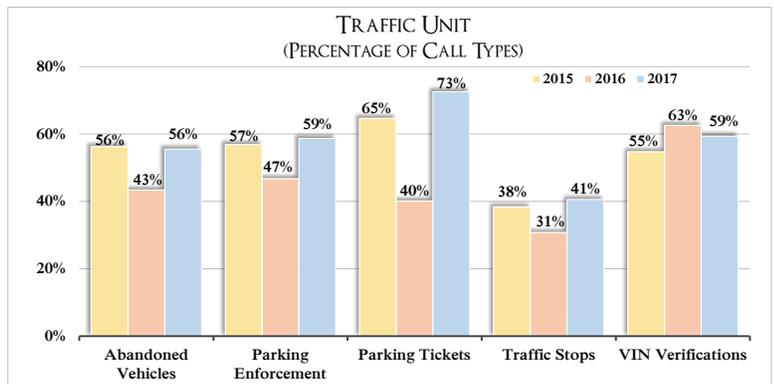
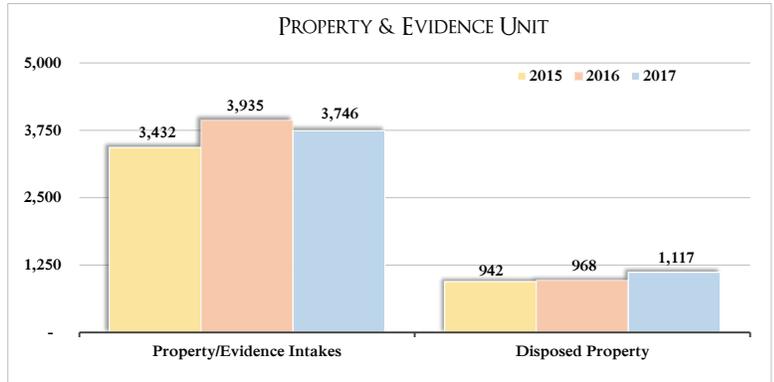
Other Department Statistics (continued)

Property & Evidence Unit – This unit houses thousands of pieces of property and evidence for our department. A slight decrease of intakes was seen from 2016 to 2017 (-4.8 percent); however, an increase of 15.4 percent was found in the disposed property statistics.

- Intake consists of all items booked into the Property and Evidence Unit. Evidence includes items tying the suspect to both the crime and the victim.
- Disposed property refers to the methods used to dispose of both property and evidence and includes items returned to owners, sent to auction or destroyed. Prior to any article being disposed, the case is researched, and a two-step review process is completed ensuring that each item is disposed correctly.

Traffic Unit - The Traffic Unit strives to handle 50 percent of all traffic accidents occurring in the Town of Castle Rock’s jurisdiction. The Traffic Unit investigated 51.3 percent of all public roadway crashes, meeting their goal in 2017.

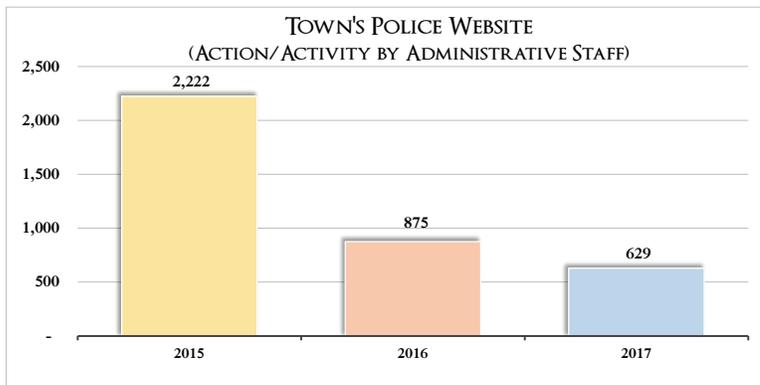
Note: Data excludes all private property accidents.



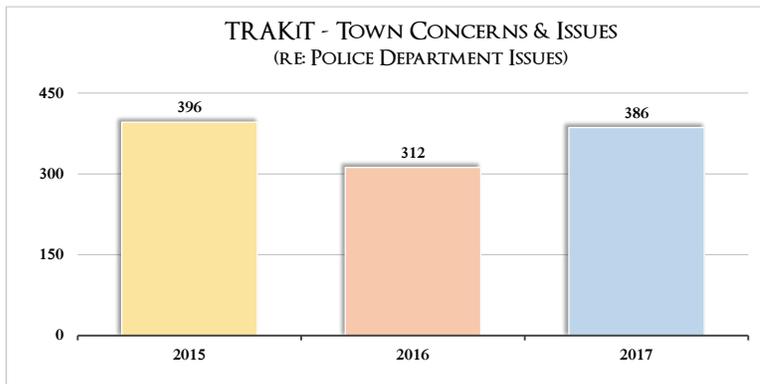
ADMINISTRATION DIVISION

Police Chief Jack Cauley oversees the Administration Division. This division includes the police chief, one administrative supervisor and one senior office assistant. The division is responsible for providing:

- Overall direction to the agency and personnel
- Ensuring quality police service to our residents and business owners
- Managing the police budget
- Maintaining the department’s website content
- Liaison to the Public Safety Commission board
- Disseminating Police Department’s [TRAKiT](#) issues, which are citizen concerns received through the Town’s website portal: [Report a Concern](#)



The Town’s website is designed and updated by our Town “webslingers,” a group of administrative staff. The chart above displays the number of pages our police administrative staff revised during 2017.



Town issues and concerns may be sent through the Town’s [TRAKiT](#) system at [CRgov.com](#). The issues are then forwarded and tracked by the administrative staff for proper follow-up.

A DAY IN DISPATCH

In July, Chief Cauley spent a few hours in the Communications Center honing up on his dispatching skills.



Chief Cauley and Dispatcher McKenzie

MARIJUANA-TRAFFICKING RING

A multi-jurisdictional investigation culminated in raids on 19 locations within the Denver Metro area on March 16. A Castle Rock man was arrested along with 14 others who were taken into custody.

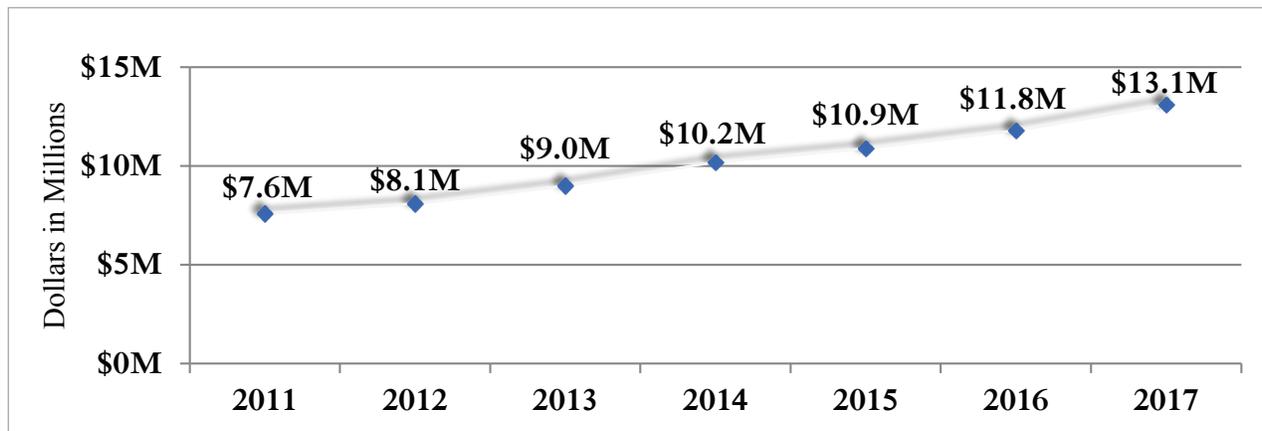


DA Brauchler announces the indictment of 15 people (Chief Cauley at right)

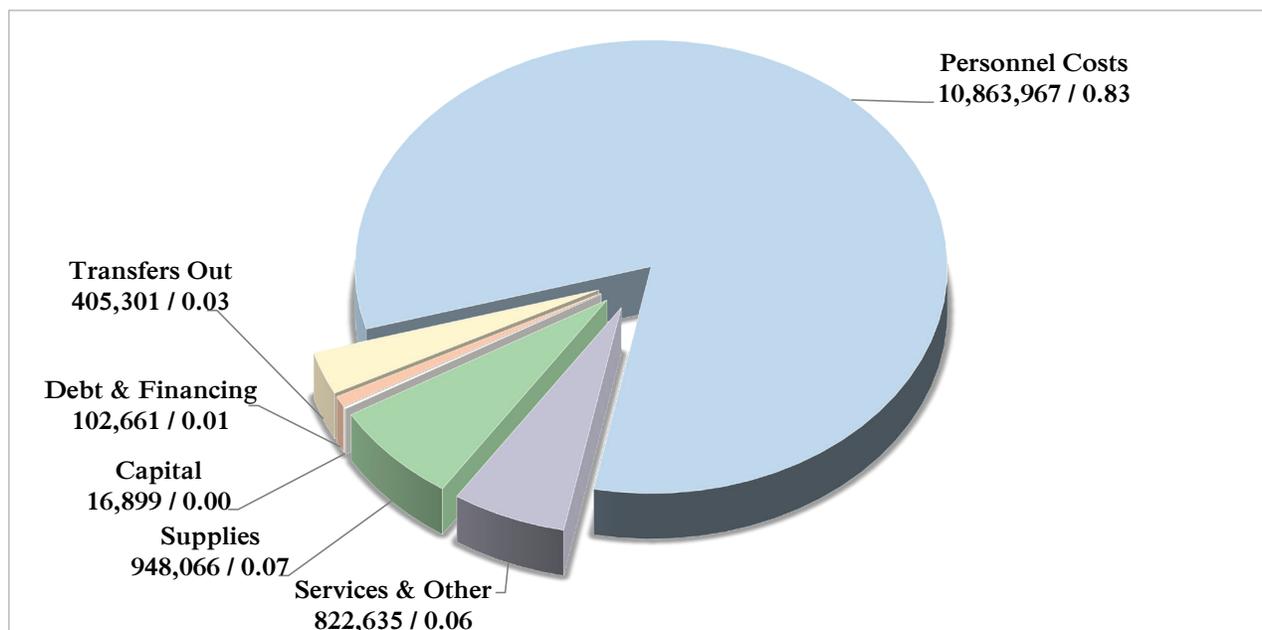
FINANCIAL SUMMARY

The Police Department operated within budget once again in 2017. The total amended budget for the year was \$13,159,529. Of this amount, the Police Department spent approximately \$12.8 million, leaving the department under budget by approximately 2.8 percent for the year. The Town's complete budget is found at: CRgov.com/AboutOurBudget.

**Police Department Budget (actual)
(2011-2017)**



2017 Actual Expenditures / Percent of Budget



INVESTIGATIONS DIVISION

Commander Doug Ernst oversaw the Investigations Division in 2017. The division includes one sergeant, six detectives, one impact detective, one senior office assistant, one property and evidence technician, one victims assistance coordinator, one victim advocate, twelve victim assistance volunteers, and one contract crime analyst.

Many specialized units are found within the Investigations Division:

- Crime Analysis Unit
- Detective Unit (Criminal Investigations)
- Impact Unit
- Liquor Code Enforcement
- Property and Evidence Unit
- Victims Assistance Unit

Crime Analysis Unit

Our crime analyst works alongside officers, detectives and the Douglas County Impact team to analyze data from records and calls for service. The data is analyzed daily to define trends and patterns. The analyst creates spatial and temporal analytics (time and location), trend reports, deployments, forecasts, predictions, and more. The analyst coordinates our agency's crime data not only with Douglas County agencies but throughout the Denver Metro and Front Range area. These products are generated for use by our officers and detectives to help prevent and solve crimes.

Detective Unit

The Detective Unit has an authorized strength of eight and includes one sergeant and seven detectives. The unit investigates all crimes, including all misdemeanors not cleared by the Patrol Division, all felonies, missing persons, and unattended deaths. The detectives are assigned as follows:

- Financial crimes / Organized retail crimes (1)
- Special victims crimes / Sexual assault crimes (1)
- Crimes against persons (2)
- Property crimes (2)
- Drug offenses / Pattern crimes (1)

Impact Unit

Castle Rock Police Department participates in a multi-jurisdictional team consisting of detectives from within Castle Rock, Lone Tree and Parker police departments as well as the Douglas County Sheriff's Office. The unit focuses on criminal offenses, behaviors, and street level narcotic trafficking based on repeated patterns and methods. One CRPD detective is assigned to this team.

Property and Evidence Unit

Following department guidelines, in coordination with the District Attorney and state statute, our property and evidence technician works alongside a detective and volunteer staff to log, store, secure, and release all evidence and other property received as appropriate. The technician also assists in officer training regarding proper collection and the packaging of evidence. During major crime scenes, the assistance of the technician is critical in transporting and logging the numerous pieces of evidence.

In 2017 the Castle Rock Police Property and Evidence Unit began the process of merging with the Douglas County Sheriff's Office Property and Evidence Unit. This example of intergovernmental cooperation provides cost savings to both entities, additional personnel in the combined unit, and creates needed space in the police building as we continue to grow with our community.

Victims Assistance Unit

The Victims Assistance (VA) Unit works alongside crime victims with fairness, dignity, and respect during a traumatic time or tragic event. The unit ascertains that the rights of all victims have been afforded to them through the Colorado Constitution Victims' Rights Act, (C.R.S. 24-4.1-302). Their job is to provide victims and witnesses of criminal offenses with the support and aid necessary to mentally and physically adjust to their victimization. Other duties include providing referral information and making outreach contact. Victim advocates are the liaison between the criminal justice system and the victim. All victim assistance services are developed to competently serve victims of all cultures and ethnic backgrounds.

More information on this unit or becoming a volunteer may be found on our website: CRgov.com/VA

Other Areas of Division Responsibility

- Drug Take Back program - our permanent collection container is located in the police department's lobby and accepts expired or unused prescriptions as well as over-the-counter medications that are no longer needed. The lobby is available Monday through Friday during business hours, with the exception of holidays. During 2017, a total of 1,150 pounds of drugs were collected and disposed in observance of all state and federal regulations. This total includes our DEA Drug Take-Back amount shown above.
- Internship program - the Investigations Division managed two internship programs during the year. The summer program hosted a West Virginia University college student studying forensic science. A local Castle View High School (CVHS) student from the senior internship program attended our fall program. The CVHS student plans to study criminal justice in college. Each intern was assigned to various units within the department to provide a comprehensive understanding of law enforcement.
- Liquor Code Enforcement conducts inspections of retail liquor establishments within the Town for code



Officers Stark and Lewis collected 201 lbs. on Oct. 28, 2017

compliance and provides guidance on the liquor codes. This unit works hand-in-hand with the Town Clerk's office for licensing requirements.

DETECTIVE UNIT

Detective Mike Williams was recognized as the Castle Rock Police Officer of the year by the American Legion Post 1187 at their annual banquet honoring emergency service personnel (Nov. 2017).



Detective Williams

Detective Williams specializes in the investigation of child sexual assault and child abuse cases. Since 2010, he has investigated over 350 crimes of this nature, providing caring, empathic service and justice for those victims and their families. Detective Williams is a certified Forensic Interviewer and has attended basic and advanced training at the renowned "CornerHouse" facility in Minnesota. He uses these techniques to interview children and special needs victims.



PATROL DIVISION

Commander Jason Lyons directed the Patrol Division in 2017, which included 49 sworn positions. This unit was also responsible for the 10 community safety volunteers, 2 administrative volunteers, and 16 explorers.

This division responds to both emergency and non-emergency service calls. When not responding to calls for service, officers employ data-driven and community policing strategies to deploy to specific areas of the community. This type of model utilizes proactive policing strategies to deploy officers where they are most needed based upon detailed analysis of crime, calls for service, and the needs of the community.

Duties

Most likely when calling for assistance, a patrol officer in a marked police vehicle will respond. These men and women patrol the streets 24 hours a day, seven days a week. Our patrol officers work a 4/10 shift schedule and are split into six watches. Watch I, II and III work the A side of the week (Sunday-Wednesday) with an identical watch schedule working the B side of the week (Wednesday-Saturday). Duties vary but most include traditional law enforcement:

- Response to emergencies and in-progress crimes
- Conduct on-scene investigations (fingerprinting, photography, interviewing, and interrogation)
- Documenting crime report incidents
- Arrest and book criminal offenders
- Stop traffic violators (warn or cite driver)
- Patrol their assigned area (checking residential and business areas for illegal activity)

Additional Responsibilities

In addition to all these duties, patrol officers have several other responsibilities. Castle Rock police officers work within the Community Oriented Policing and Problem Solving philosophy. They...

- are familiar with the streets, residents and businesses within their area.
- know the criminal element and problem locations.
- are proactive and become involved in community activities and events.

- are encouraged to use unconventional problem-solving techniques such as mediation, counseling, and referral to other agencies when incidents are not best solved by traditional means. Solving neighborhood or community problems often requires several meetings with involved parties.

Special Details

- The Bike Unit operates May through August of each year patrolling our trails, parks, schools, neighborhoods, retail centers, and many Town events. Officer J. Coyle and Officer A. Schlecht were assigned to the Bike Unit in 2017.



Officer Schlecht and Officer Coyle

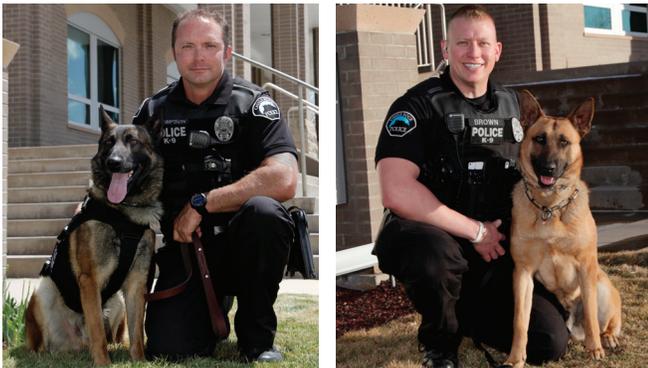
- The Crisis Intervention Team (CIT) connects individuals suffering from mental health issues with appropriate levels of mental health services. The goals of CIT are to train law enforcement officers in the recognition of mental illness, to enhance their verbal crisis de-escalation skills, and to provide more streamlined access to community-based mental health services.
- Explorer Unit, Post #401, is a division of the Boy Scouts of America and is an organization



Explorer Unit, Post #401 (2017 LEEPAC Conference)

for young adults (ages 14 to 21). In 2017, the Explorer Unit consisted of 16 explorers.

- Field Training Officers are a dedicated group of officers responsible for the training of all new police officers.
- The Honor Guard continues to train in drill and ceremony functions while answering requests for ceremonial duties within our community as well as outside the Town of Castle Rock.
- The K9 Unit is comprised of two K9 handlers: Officer Todd Thompson and Officer Cody Brown. Along with our two Belgian Malinois Police Service Dogs (PSD), Ronin and Titan, the units provide deployments in patrol and narcotics not only for our department but for outside agencies when assistance is requested.



Officer Thompson/PSD Ronin Officer Brown/PSD Titan

Volunteers in Policing (VIPS)

The department welcomes two volunteer groups who serve our department selflessly.

- Administrative Volunteers work along staff in many capacities and provided 550 volunteer hours in 2017.
- Community Safety Volunteers (CSVs) provide community policing in its most basic form. It is a structured way for residents to help provide for the safety and security of their community. CSVs support major activities of the Police Department, such as patrol, traffic, community policing and activities where their unique expertise or life experience is of benefit. This CSV unit

provided 783 service hours. More information is available on our website: CRgov.com

Co-Responder Team (CRT)

The CRT program was piloted on May 8, 2017 as part of the Douglas County Mental Health Initiative. This program was designed to increase earlier identification and intervention for citizens with mental illness who have contact with law enforcement. The goal is to decrease the likelihood that those individuals will be arrested and entered into the criminal justice system because of behaviors related to their mental illness. This program also provides an opportunity to assist citizens of our community who are in a crisis situation and help them gain access to the treatment and resources that can have a positive impact on their life. These goals are accomplished by having a licensed mental health professional, in addition to a specially-trained police officer, respond to law enforcement calls for service that involve citizens with mental illness. The results are a coordinated response to quickly assess persons (patients) that are known high intensity users or in an acute mental health crisis.

The mental health clinician has been assigned 40 hours a week to work both within the Town of Castle Rock and unincorporated areas of Douglas County. The Castle Rock Police and Douglas County Sheriff's Office respond to these immediate calls for service involving mental health issues, either acute or chronic, and perform follow-up contacts with persons identified that may benefit from the services.



2017 Co-Responder Team with CRPD Officer Lewis

SPECIAL OPERATIONS DIVISION

Commander John Anderson managed the Special Operations Division in 2017 and included 12 sworn officers and 2 animal control officers.

The supporting positions include: one sergeant, two Community Oriented Policing and Problem Solving (COPPS) officers, two school marshal officers, one school resource officer, one youth education and safety in schools (YESS) officer, four traffic officers, and two animal control officers.

This division oversees a variety of specialized units, projects and events:

- Traffic Unit
- COPPS Unit
- School officers: School Marshals, School Resource officer and YESS officer
- Animal Control Unit
- Community events
- Management of CRPD officers for Douglas County Regional SWAT

Animal Control

The Animal Control Unit is comprised of two full-time animal control officers who are responsible for animal licensing, animals at large, dangerous animals, returning lost animals to their owners, barking dogs, investigating dog bites, and animal cruelty. Information on how to license your pet is found within our police pages of the Town's website: CRgov.com/AnimalLicensing.



Animal Control Officers Borcharding and Hutchings

Community Events

The Town holds various events throughout the year. The Special Operations Division works closely with other agencies and is responsible for staffing the appropriate police personnel for all events - not only for our Town sponsored events but many outside vendors and agencies. More information is found on the Town's website under "Find an Event" or navigating directly to: CRgov.com/Events.

These community events include:

- Douglas County Fair Parade
- National Night Out
- Starlighting
- Movie Nights
- Elephant Rock
- MAC Concerts
- Oktoberfest
- Car Show
- Western Heritage Cattle Drive

Community Oriented Policing and Problem Solving (COPPS)

Our COPPS unit addresses community issues and works within several programs including the Crime Free Multi-Housing program and Crime Prevention Through Environmental Design (CPTED) program.

Our COPPS officers utilize problem-solving methods to address a variety of community issues including: Homeowners Associations, downtown parking, community events, graffiti, and school-related concerns.

Douglas County Regional Special Weapons and Tactics (SWAT)

Castle Rock Police participates in the multi-agency, Douglas County Regional Special Weapons and Tactics (SWAT) team.

This unit consists of deputies from the Douglas County Sheriff's Office and officers from Parker, Lone Tree and Castle Rock police departments. The regional team was established to meet the special policing issues of our rapidly growing community.

The team structure includes an operations commander, tactical commander and team leaders. Many elements are involved in the team including: entry, K9, sniper, bomb squad, and a tactical paramedic unit.

Officers in Schools

The department provides a full-time school resource officer (SRO) dedicated to Castle View High School and a police officer committed to delivering full-time Youth Education and Safety in Schools (YESS) instruction within Castle Rock's elementary and middle schools. In 2017, our YESS officer provided 400 presentation hours to 13,449 students.

The School Marshal program began with a partnership between the police departments of Douglas County, the Douglas County Sheriff's Office and the Douglas County School District. This program provides two School Marshal Officers (SMO) for our Town's elementary, middle, and charter schools.

Traffic Unit

Castle Rock promotes traffic safety by requiring specifically trained officers to be dedicated to crash investigation, enforcement of state and municipal traffic laws, traffic complaints, and drunken driving recognition. In 2017, the unit consisted of four police officers enforcing traffic laws and improving road safety. The Traffic Unit investigated 50 percent of all roadway accidents handled by the department in 2017.

The Traffic Unit partnered with Colorado Department of Transportation (CDOT) to make local and state roadways safer through programs such as Click-It or Ticket, DUI campaigns, and the Traffic Incident Management Program.



Officer W. Body at work

TOUCH-A-TRUCK

On September 16, 2017, the Castle Rock Police Department hosted its 2nd Annual Touch a Truck event. The event was held at Castle View High School from 9 a.m. to 2 p.m., which also included a "No Horn" hour. The event was extremely successful and had an attendance of over 6,000 people in a five-hour period, making it the largest department sanctioned event.

The event included agency participation from the following agencies:

- » Castle Rock Police
- » Castle Rock Fire
- » Air Life Denver
- » Aurora PD
- » Colorado Bureau of Investigations
- » Colorado State Patrol
- » Douglas County Sheriffs
- » Douglas County School District
- » Flight For Life
- » Rampart Helicopters
- » United States Army (Ft. Carson)



2017 Touch-A-Truck held at Castle View High School

SUPPORT SERVICES DIVISION

Commander Tim Gorman supervised the Support Services Division in 2017 and included 20 full-time positions and 4 volunteer chaplains.

There are four distinct functions within this division:

- Communications Unit (Dispatch)
- Records Unit
- Digital Media Unit
- Professional Standards, Training & Development

Communications Unit (Dispatch)

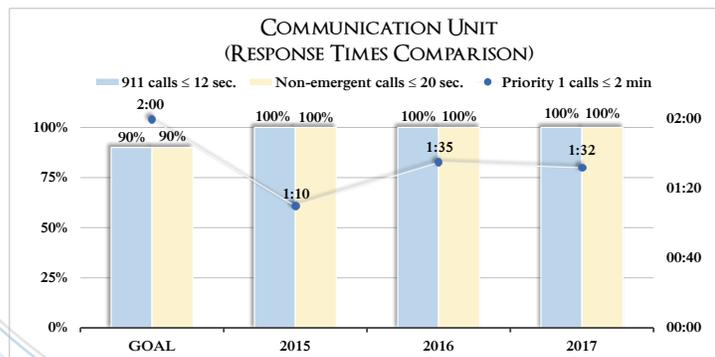
The Communications Unit is staffed by a civilian communications manager and 12 full-time dispatchers. The manager's primary duties include scheduling, training and ensuring efficient operations of the communications center.



Dispatchers R. McKenzie and T. Benegas

The unit receives all incoming 911 emergency calls for service as well as administrative calls. Dispatchers determine and coordinate appropriate police resources and response levels on each call.

Dispatchers also perform specialized strategic dispatching for the department during both emergency and non-emergency situations. The dispatch center



monitors and coordinates telephone, radio and teletype communications between unit personnel, outside agencies, and the public.

For more than 40 years, the 911 system has served the needs of the public in emergencies.

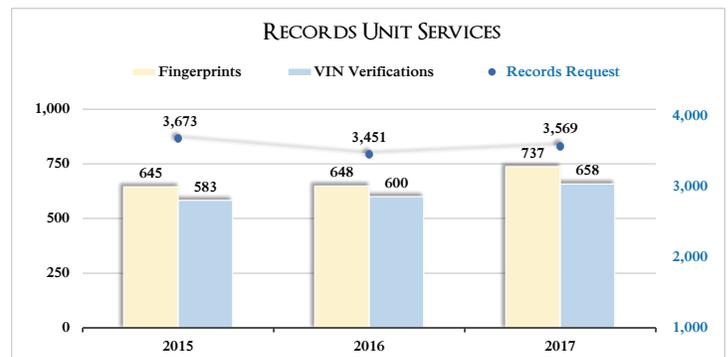
Records Unit

The Record Unit is staffed by a civilian supervisor, three full-time records specialists and one digital media technician. The unit is tasked with fingerprint services, entering vehicle identification requests as a call for service, scanning documents into the Records Management System (RMS), and electronically storing/preserving all police documents for a period of 10 years plus the current year.



Records Specialists D. Zappa-Ludwig, L. Miller, A. Dickens, and Supervisor L. Omar

Our records specialists produce accurate and timely statistics to the National Incident-Based Reporting System (NIBRS), which is used by the Colorado Bureau of Investigation (CBI) and the Federal Bureau of Investigation (FBI).



Digital Media Unit

Digital Media is a new unit for the Support Services division and processes 16 different types of media recordings throughout our facility. This ranges from dispatch recordings, to radio communication, interview room cameras and, most recently, body-worn and in-car cameras.

Professional Standards, Training and Development Unit (PSTD)

The PSTD Unit oversees training for the department as well as development of best practice policies, in addition, the unit handles all internal administrative investigations.

The average training per officer in 2017 was 108 hours. Additional training information is found on [page 17](#).

Other items of interest for the PSTD Unit:

- Colorado Association of Chiefs of Police (CACP) Accreditation - The Castle Rock Police Department earned its Professional Standards Accreditation through the Colorado Association of Chiefs of Police in July 2017. This designation demonstrates the department's desire to continue to meet modern, best practice standards of excellence and compliance. Out of the 99 Colorado law enforcement agencies, 54 are accredited through the CACP.
- ICAT Training – Through the use of live actors and scenario-based training, officers were required to demonstrate their understanding of the critical decision making model. This model is used to help resolve rapidly evolving crisis situations by integrating communication, assessments, and tactics (ICAT).
- K9 Training - CRPD officers train and learn tracking methods utilizing our two K9 Units throughout the year.
- Leadership Development group – Line and staff level supervisors received information and training during a multi-week leadership course that focused on modern leadership philosophies and organizational cultures.
- Narcan – Officers were instructed in the field use of Narcan. Narcan is a substance that is administered by a nasal mist that can help mitigate opiate overdoses.

DIGITAL MEDIA TECHNICIAN

In June 2017, the department hired Ricky Powell as the department's new Digital Media Specialist.

Processing 16 different types of media for the department, we also have four diverse internal divisions involved in the processing of this media. Statutory time constraints are also an issue with this process:

- » **Priority 1** requests are expected to be delivered within 24 hours or less (in custody, felony filing, etc.).
- » **Priority 2** requests are expected to be delivered within 72 hours or less (urgent, court or law enforcement request).
- » **Priority 3** requests are expected to be delivered within 5-7 work days. In total, we process approximately 42 various types of digital media requests per week for the DA's office, municipal courts, and insurance companies.

Powell previously worked for the San Diego Police Department. His last assignment in this agency was with their Information Services (New Technologies Unit), where he was responsible for the police fleet and mobile data terminals in the vehicles.

Powell was previously an administrative volunteer for the Castle Rock Police Department since 2015. He has been a tremendous help to our Investigations Unit and during the implementation of our Digital Media Technician position.



Digital Media Technician Powell

DEPARTMENT HAPPENINGS

Heroes and Helpers

Thanks to the many donations received this year, CRPD officers and employees, CRFD firefighters and CSP troopers helped 24 families (67 children in total) have an enjoyable Christmas. Special thanks to Target, Castle Rock Adventist Health Campus, Skurich Foundation, Popcorn Bliss, Sozo Chiropractic, Chick-Fil-A and the Donut House.



CRPD Employee Appreciation

Our department's annual Employee Appreciation BBQ was once again held at the White Pavilion (aka Rink at the Rock). This is a time for police employees to come together and enjoy a BBQ lunch served by the command staff and relax for a few minutes. Special thanks to Officers Hanners and Sutherland for keeping the grill going!



National Night Out

National Night Out (NNO) - August 1, 2017 marked the fifth annual National Night Out celebration hosted by the department at Philip S. Miller Park's pavilions. Over 1,000 citizens were estimated in attendance making this the largest NNO to date. The event once again provided everyone with an up close and personal look at our CRPD divisions, units, police/fire vehicles, and featured a great barbecue, inflatable kid rides, and a special K9 demonstration by Officer Thompson and Ronin.

Local businesses (including Target, Woodman Bank and Walmart) supported the police department for our event. All police divisions were on hand and represented great community policing for our Castle Rock residents and business owners.

The *National Association of Town Watch* is a nonprofit organization dedicated to crime-prevention programs like neighborhood watch. National Night Out began in 1984 as an effort to promote involvement in crime-prevention activities. The annual event is held the first Tuesday evening in August in towns all across the United States, Canada and many military bases.



Ronin performed his "training tasks" well



Creating bubbles with Officer Moorhead and Explorer Burger (Officer Schlecht in background)



Dispatchers Varella and Kirtley distributing 911 items



The MAC Pavilions

OUR 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.



OUR VISION

We are committed to partnering with the community to improve the quality of life, prevent and reduce crime and provide excellence in police service.

Castle Rock Police Department
100 Perry St.
Castle Rock, CO 80104
303.663.6100
CRgov.com/Police
Follow us on Facebook.com/[CRpoliceCO](https://www.facebook.com/CRpoliceCO)

