



# 2018

Annual Report

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# MESSAGE FROM THE CHIEF



## **POLICE DEPARTMENT**

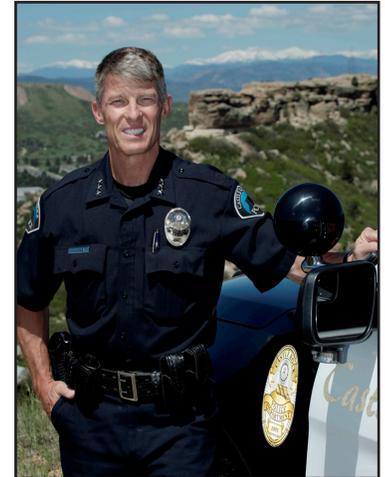
100 N. Perry Street, Castle Rock, CO 80104  
(303) 663-6100 Office | (303) 663-6105 Fax

I am honored to present you with the Castle Rock Police Department Annual Report for 2018. 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 serving people one by one so together we can create safe and secure environments where people can thrive. In fact, One-by-One Policing is the definition of our vision statement.

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 2018, our dedicated and highly trained staff of 75 sworn officers, 31 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. Listed below are some of our 2018 accomplishments - many of which are community-based and focused on providing a safe community while building trust:

- adaptABILITY cycling classes
- 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 Cities Award - 2018
- Special Olympics Colorado



Chief Jack Cauley

You can now find us on social media. Please connect with us on Facebook, Twitter, and Nextdoor to keep up-to-date on the latest Castle Rock Police news.

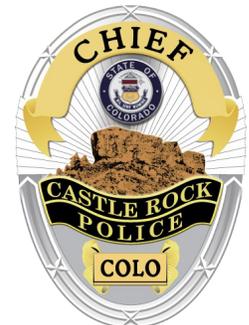
Our annual report highlights the work of the men and women of the Castle Rock Police Department as well as information on crime statistics, performance measurements, and division highlights.

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,

A handwritten signature in black ink that reads "Jack Cauley".

Chief of Police

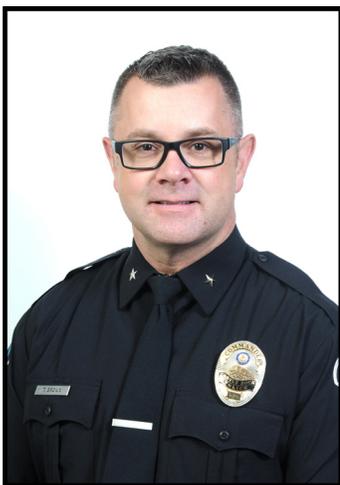
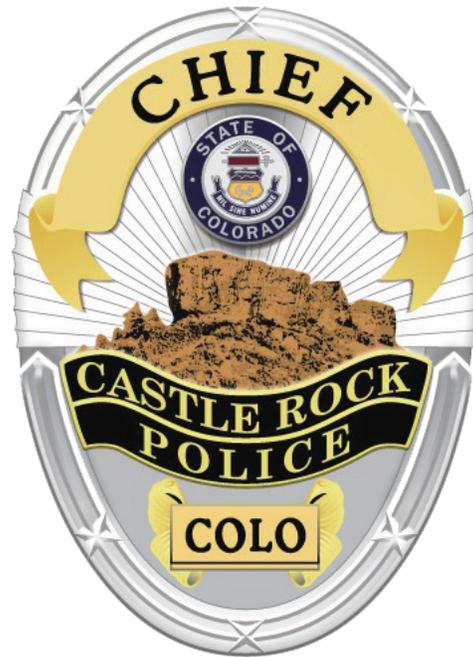


# ORGANIZATIONAL STRUCTURE

## COMMAND PERSONNEL



**JACK CAULEY**  
Chief of Police



**TODD BROWN**  
Commander  
Support Services



**TIM GORMAN**  
Commander  
Investigations



**JASON LYONS**  
Commander  
Special Operations



**SAM VARELA**  
Commander  
Patrol

## SUPERVISORY PERSONNEL (SWORN)



**SCOTT CLATON**  
Sergeant



**KAL COLLINS**  
Sergeant



**MARK GALVAN**  
Sergeant



**ROBERT GRAFNER**  
Sergeant



**KEVIN MCCANN**  
Sergeant



**ERIC MCCARTY**  
Sergeant



**TIM RATCLIFF**  
Sergeant



**MARC RUISI**  
Sergeant



**RANDALL SPEAECT**  
Sergeant



**KEVIN TORRENS**  
Sergeant



**STEVEN CARNEY**  
Corporal



**DUSTIN FROST**  
Corporal



**BRADLEY FRUH**  
Corporal



**TIMOTHY GRANDY**  
Corporal



**VERN MYERS**  
Corporal



**TY PETERSEN**  
Corporal

# 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

Administrative Supervisor

Senior Office Assistant

### Divisions

INVESTIGATIONS	PATROL	SPECIAL OPERATIONS	SUPPORT SERVICES
(1) Commander	(1) Commander	(1) Commander	(1) Commander
Detective Unit	Patrol Unit	(2) Sergeants	Professional Standards, Training & Development
(1) Sergeant	(6) Sergeants	CPU Unit	(1) Sergeant
(5) Detectives	(6) Corporals	(3) Police Officers	(1) Public Information Officer
(1) Crime Analyst	(33) Police Officers	(1) Co-Responder Team	Communications Unit
Specialized Units	CAT Unit	School Officers / Marshals	(1) Comm. Manager
(1) Detective - IMPACT	(2) Police Officers	(2) Police Officers - SMO	(14) Dispatchers
(1) Detective - FIRST	K-9 Unit	(1) Police Officer - SRO	Records Unit
Property & Evidence Unit	(1) Police Officer	Traffic Unit	(1) Records Supervisor
(1) Technician	(1) Police Service Dog	(3) Police Officers	(4) Records Specialists
Victims Assistance Unit	Explorer Post #401	Animal Control Unit	(1) Community Service Ofcr.
(1) Coordinator	(13) Explorers	(2) Animal Control Officers	(1) Digital Media Technician
(1) Advocate		Volunteers in Policing-VIPS	
(10) VA Volunteers		(10) Community Safety	
(1) Sr. Office Assistant		(4) Administrative	
(4) Chaplain Volunteers			

## FULL-TIME EQUIVALENT (FTE)

Chief of Police	1	<b>Administration</b>	Commissioned	1
Commanders	4		Non-Commissioned	2
Sergeants	10			
Corporals	6	<b>Investigations</b>	Commissioned	9
Detectives	7		Non-Commissioned	5
Officers	47		Volunteers - VA	10
			Volunteers - Chaplains	4
<b><u>TOTAL STAFF:</u></b>				
Commissioned	75.00	<b>Patrol</b>	Commissioned	49
Non-Commissioned	30.25		Explorers	13
<b>POLICE FTE<sup>1</sup></b>	<b>105.25</b>	<b>Special Operations</b>	Commissioned	13
<i><sup>1</sup> Excludes volunteers and explorers</i>			Non-Commissioned	2
			Volunteers - VIPS	14
Volunteers	28	<b>Support Services</b>	Commissioned	3
Explorers	13		Non-Commissioned	22
<b>TOTAL DEPARTMENT<sup>2</sup></b>	<b>146.25</b>			
<i><sup>2</sup>Includes volunteers and explorers</i>				



# YEAR IN REVIEW

## JANUARY

### New Officers Join CRPD

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

Welcome aboard!



## FEBRUARY

### Parrish III Memorial Dedication

A memorial dedication ceremony was held on Feb. 28 for former CRPD officer, Zackari S. Parrish, III. The ceremony included a memorial time capsule, which now rests in his former locker at the department.



## MARCH

### Cookie Delivery

A talented Castle Rock resident created personalized cookies for everyone in the department. She and her family baked and decorated each one with individuals' badge or identification numbers. These cookies were thoroughly enjoyed by our members.



## JULY

### Lip Sync Battle

Police departments around the country began challenging each other to lip sync battles. Castle Rock Police accepted the challenge with Miley Cyrus' song, "Party in the USA." The video received over 300,000 views!

\*If reading electronically, enjoy the video below.



## AUGUST

### National Night Out

National Night Out (NNO) is a non-profit organization dedicated to crime-prevention, much like neighborhood watch. In 1984, the program began as an effort to promote crime-prevention activities. It is held on the first Tuesday in August all across the United States, Canada, and many military bases. More information on [p. 39](#).



## SEPTEMBER

### Community Response Team

Piloted in 2017, the Community Response Team (CRT) is a joint effort designed to increase earlier identification and intervention for citizens with mental illness. In September, the program received the Community Health & Safety Program Excellence Award from ICMA. More information on CRT is found on [p. 15](#).



\*The videos embedded in this report may be viewed electronically from our *About Police* webpage: [CRgov.com/Police](http://CRgov.com/Police).

Castle Rock Police Department

## APRIL

### Social Media Launch

The department's Public Information Office launched our social media platform on Facebook and Twitter, which was later followed by NextDoor on July 25. Our first-ever Facebook [Live](#) video was held Apr. 18. It included a police station tour, visits with staff members, and a message by Chief Cauley. *\*If reading electronically, enjoy the video below.*



## MAY

### Awards & Promotional Ceremony

On May 18, the department held its annual awards ceremony during National Law Enforcement Officers week. There were eight award categories presented to 24 sworn personnel and one honoring a Castle Rock citizen. Department promotions were also presented to two commanders, three sergeants, and three corporals.



## JUNE

### Rock Watch Launch

Launched in June, the Rock Watch program partners with residents to create a secure, private map of camera locations. If a crime should occur in one of these areas, police may request assistance for possible video footage. More program information is found on the police webpage: [CRgov.com/RockWatch](http://CRgov.com/RockWatch)



## OCTOBER

### Drug Take Back

The department continues its participation in the DEA's annual Drug Take Back Day. CRPD collected 539 pounds of drugs during this one event in October. This service is provided to our citizens at no cost and is anonymous. There is a drug collection box inside the lobby, which is available during office hours, excluding holidays.



## NOVEMBER

### Records Appreciation Week

Governor John Hickenlooper proclaimed the week of Nov. 5 as Law Enforcement Records Personnel Week. Our Records Unit provides a vital service to our department and the citizens we serve. Thank you team for all you do for our department and the community!

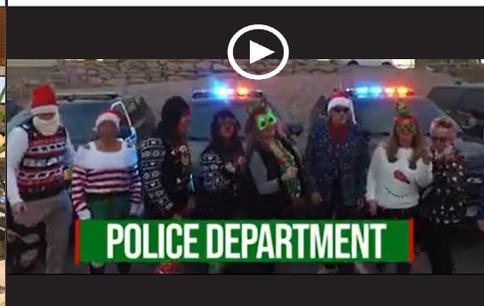


## DECEMBER

### Holiday Cheer

To bring in the holiday cheer, several police employees participated in the Town-wide [Video Christmas Card](#). Our staff exuberantly sang, "Santa Claus is Coming to Town," and "All I want for Christmas is You!"

*\*If reading electronically, enjoy the video below.*



You may also enjoy many videos on Facebook: [@CRpoliceCO](https://www.facebook.com/CRpoliceCO) or the Town of Castle Rock's [YouTube](https://www.youtube.com/) channel.

[www.CRgov.com/Police](http://www.CRgov.com/Police)

# AWARDS & RECOGNITION

May 18, 2018 - Philip S. Miller Building

Entire video program is available on [Facebook/CRpoliceCO](https://www.facebook.com/CRpoliceCO)

## Letter of Commendation

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

### Officer A. Lane

## Citizen Citation of Merit

*The Citation of Merit is awarded to a citizen or non-commissioned personnel who: provide significant assistance to an officer and/or another citizen, demonstrates selfless behavior in emergency or critical situations, or whose action results in the saving of a human life.*

### Citizen A. Davis

On Oct. 17, 2017, Officer Lane and several others were dispatched to assist El Paso County Sheriff's Office regarding a suicidal male. Officers arrived and found the vehicle. Officer Lane worked with the male's employer, spouse, and one of Walmart's IT employees, Mr. Davis. Together they were able to locate the non-responsive male and direct paramedics to their position. It was later learned that the male would have succumbed to the high levels of extremely toxic chemicals within 30 minutes had Officer Lane and Mr. Davis not persevered in their search.



## Meritorious Unit Award

*Awarded to an entire unit or team of the Department whose members perform their assigned function(s) in an unusually effective manner.*

### Sergeant K. Torrens, Corporal R. Grafner, Officers A. Elliott, M. Fellows, B. Fruh, D. Frost, D. Moffitt, R. Schuster, J. Smith, S. Webster

The Castle Rock Police Honor Guard was founded in 2016, and each member represents the department with pride and honor. The honor guard members train relentlessly as a team in duties such as: presentation of colors, flag folding, pallbearers, 21-gun salute, casket watch, and



many other responsibilities. CRPD's Honor Guard has participated in a variety of departmental ceremonies, local business grand openings, and a variety of Colorado sporting events: Avalanche, Rockies, Rapids, and Blizzards. One of the main reasons the honor guard was formed was to give honor to our fallen Brothers. From the time an officer or deputy is killed, he or she is ceremoniously guarded by two honor guard members until laid to rest. Within the first few months of 2018, CRPD's Honor Guard served in three separate Colorado law enforcement funerals including Douglas County Deputy (former Castle Rock Police Officer) Zack Parrish.

## Police Merit Award

*Awarded 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.*

### Officers C. Brown and K. Sullivan

On July 24, 2016, Officers Sullivan and Brown were dispatched to a suspicious vehicle, which appeared to have been involved in a recent crash - there was barbed wire wrapped around the axle and damage to the front fender.



Officers began searching the area when they were called on a report of someone attempting to break into a home. They responded to the address and heard rustling in nearby bushes. Officer Brown deployed his Police Service Dog, Titan, and began issuing verbal commands to the suspect. Officer Sullivan arrived and covered the K9 Unit. The male suspect ran and used patio furniture to smash a sliding glass door to a private residence where a single adult female was asleep upstairs. The suspect ran toward the female's bedroom and, as the female tried to close her door to keep out the intruder, the suspect forced his way in and barricaded himself behind the bedroom door. Faced with a potential hostage situation, Officer Sullivan immediately kicked the bedroom door open. Following a struggle, including another K9 deployment, the two officers were able to control the suspect using superior physical force to successfully apprehend the suspect and rescue the innocent victim.

## Life Saving Awards

*Awarded to a member who performs their duties in a conspicuous manner, which directly results in the saving of a human life that is not their own.*

### Officers T. Gardner, R. Schuster, and N. Stamos

On September 30, 2017, Officers Gardner, Schuster and Stamos responded to a call regarding a suicidal person in a closed garage at his residence with the vehicle's engine running. Officer Gardner was first on scene and was unable to make contact with anyone inside the home. The doors of the residence were locked; however, he could hear the vehicle running inside the closed garage. Officers Stamos and Schuster arrived shortly after, and Officer Schuster was able to gain access to the house with a breaching hammer. When they entered the home, they could smell the strong odor of exhaust fumes. They announced themselves but received no response and immediately made their way to the interior garage door. The door seemed to be locked or stuck closed. Without regard to their own safety, Officer Schuster was

able to kick the door open, and all three officers made their way into the garage. Upon entering the garage, the officers attended to the man inside one of the two running vehicles. Quickly opening the garage door, they were able to move the man to the front lawn. CRFD arrived a short time later and provided medical care.



## Superior Tactics and Response (S.T.A.R.)

*Awarded to commissioned members who, through exceptional tactics act to successfully resolve a critical incident, thereby setting a standard for safety and professionalism to which all members should aspire. Exceptional tactics shall include utilization of proper tactics and appropriate force which mitigate the level of danger to the officer or the public. For this award, a "Critical Incident" refers to a rapidly unfolding and dynamic incident where the suspect is armed and the ability or intent to use lethal force is present but may not be readily apparent.*

### Corporal R. Grafner, Officers G. Grega, D. Polite, and P. Smith

On December 24, 2017, CRPD officers responded to a residence on a report of a suicidal subject who had called 911 and stated, "the first officers that come here, I'll kill them." While officers were enroute to the house, dispatch learned the subject was extremely intoxicated and possibly armed with a handgun.

The subject's wife was also on scene and stated he had been drinking all day and had acquired a pistol. Upon arrival, the officers found the wife had safely exited the home. They quickly deliberated and developed



a tactical plan, formed an immediate action team, and utilized multiple resources as part of their response (including a ballistic shield, bean bag gun, and Taser).

Officers attempted to negotiate with the subject for several minutes until they believed they heard a female voice inside the home. Fearing someone else was in danger, the officers entered and took positions of cover inside the front room.

Negotiations continued and they repeatedly asked him to come out of the bedroom. The male appeared, raised a pistol and pointed it directly at the officers. The officers reacted to this threat and fired both lethal and less lethal rounds at the subject. He was struck by both and incapacitated. Without hesitation, the officers began rendering aid to the subject, treating his wounds, applying a tourniquet, clotting agent, and dressings. When medical personnel arrived on scene, he was quickly transported to the hospital. The pistol was later determined to be a pellet gun and an exact replica of a 1911 semi-automatic handgun. The subject survived his wounds and is awaiting trial on criminal charges.

The following three awards pertain to one incident:

## Superior Tactics and Response Award

*The description for the STAR award is shown at left in its entirety and refers to resolving a critical incident through exceptional tactics.*

### Officer M. McNairy

## Purple Heart

*The Purple Heart will be presented when a member dies or is seriously injured due to an outside force or agent while in the performance of an official police action. Such injuries must be of such severity that treatment by medical personnel in a hospital are necessary. While clearly an individual decoration, the Purple Heart Medal differs from all other decorations in that a member is not "Recommended" for this decoration, rather they are entitled to it upon meeting the criteria stated above.*

### Officer T. O'Donnell

*Continued on p. 12*

# AWARDS & RECOGNITION

May 18, 2018 - Philip S. Miller Building

## Medal of Valor

*Awarded to members who distinguish themselves through extraordinary heroism not justifying the awarding of the Medal of Honor. To warrant this distinctive decoration the act or the execution of duty must be performed in the presence of great danger or at great personal risk and must be performed in such a manner as to render the member's police service highly conspicuous.*

### Officers D. Moffitt and T. O'Donnell

On the morning of December 31, 2017, officers assigned to the Douglas County Regional SWAT Team responded to a critical incident involving Deputy/Officer Zackari Parrish. Upon arrival, SWAT Operators O'Donnell, Moffitt and McNairy were part of a tactical operation placing each of them in harm's way to attempt to save a fellow law enforcement officer and protect the community from the suspect. During the operation, Operator McNairy maneuvered the "Bear Cat" armored vehicle into areas no one believed capable of traversing. Operator McNairy did so to protect the operators inside and provide cover to those already on scene. Operator McNairy placed the Bear Cat in a position for operators to have a safe position to distract the suspect while other operators made entry into the apartment. Operator McNairy very likely saved the lives of fellow operators on scene by his expert maneuvering and positioning of the Bear Cat that day.

Operators O'Donnell and Moffitt both placed themselves in harm's way while under fire and attempting to save Deputy Parrish. Officers on scene tried several times to make their way up the stairs to enter the apartment, but each time they had been driven back by gunfire. As they were moving around the building, bullets came through the walls. After Deputy Parrish was extracted, Operator Moffitt returned to the apartment again placing himself in harm's way to assist his fellow Operators.

While attempting to understand where the rounds were coming from and getting shields into position, Operator O'Donnell took shrapnel from a round that had gone through a wall and broke into pieces. Although wounded, Operator O'Donnell did not leave his fellow Operators. Not only did Operator O'Donnell place himself in harm's way for Deputy Parrish, the SWAT team, and the community, but he was wounded by gunfire from the suspect while doing so.



Superior Tactics and Response Award (STAR)



Purple Heart Medal



Medal of Valor

# ONE-BY-ONE POLICING

*To serve people one-by-one so together we can create environments that are safe and secure and where people can thrive*

By serving people one by one, together, we can create safe and secure environments where people can thrive. One-by-one policing is Castle Rock Police Department's newly adopted vision and is a unique way of leading and serving people that is central to our mission of providing a safe and secure community. It is why we do what we do.

One-by-one policing starts within our organization. We focus on creating a safe and secure environment for our employees so they are better equipped to serve the community. In order for the department to provide the best possible service to our community, we as leaders must serve our employees *individually* to create this type of safe and secure environment. Trust is then earned and exists between the leadership team and the rest of the organization. By approaching this responsibility of focusing on individuals, we serve our employees *one by one*.

Castle Rock Police officers understand each individual and their situation is unique. Providing safety and security is important to our community, but we are inspired to take our service to the community a step further. Many times this involves helping people with problems or concerns that are not specifically related to crime yet are areas of concern related to their quality of life.



## One-By-One Policing Award

*This award is presented to an officer who exemplifies one-by-one policing by serving the community and others as if those in the community are members of their own family. Engaging with people on a personal level every day and displaying empathy when helping others.*

### Sergeant Kal Collins

Chief Cauley awarded Sergeant Collins with the first annual award due to the many words of thanks received from the community throughout the year. Words such as *nicest, compassionate, caring, trusting, and respectful* all describe Kal. Many in the community described Kal in their own words: "Kal became a rock for us that day; he was incredible comfort for our family; he treated us and the trauma we experienced as if it was his own; Kal called me three days later to see how my son was doing; there are a lot of good cops in this country, but the world needs more like Kal."



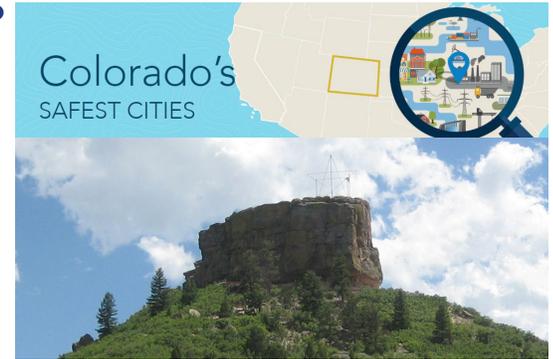
One-By-One Policing Award

# HEADLINES & HIGHLIGHTS

## Castle Rock named one of 20 Safest Cities in Colorado

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

- Safewise named Castle Rock the 13th safest Colorado cities in their 5th annual Safest Cities 2018 report. The cities are ranked using the state's violent and property crime rates.
- Elite Personal Finance also ranked Castle Rock 17th in the top 20 safest places in Colorado for 2018 based on criteria received from FBI crime statistics.



## Cattle drive passes through Castle Rock

On July 27, Castle Rock once again hosted a cattle drive, which transformed the downtown area into the Old West. The event is part of the Town's western heritage and starts a weekend of fun activities for the entire family.

Chief Cauley assisted in leading the drive through the Town. Despite the heavy rains, "cowhands drove a herd of longhorn steers from Rock Park to Festival Park as onlookers huddled together under umbrellas, cheering on the cowhands" (Gibbs, 2018).



Gibbs, J. (2018, August). Steer drive and parade bring community to downtown Castle Rock. *The News-Press*. p. 6.

## Residents and Police Department restore mural

Graffiti was discovered on Nov. 16 on one of the Town's well-known "American Heroes" mural, which is located beneath the Meadows Parkway bridge. The mural "depicts a waving American flag with silhouetted military figures" (Gibbs, 2018).

Castle Rock's Public Information Officer (PIO), Joseph Cybert, informed the News-Press of the investigation and that the police department was in consultation with the United States Secret Service due its message.

Residents of Castle Rock quickly banded together to begin restoring the mural. Approximately 75 community members and staff from

our police department, the local Boy Scouts, and veterans began painting over the graffiti on Nov. 21.

Sergeant K. Torrens, in photo inset, led the vandalism investigation and is seen here observing the volunteers' artistic repair work.



This mural "was originally painted by Janene DiRico-Cable, Ken Cable and Bruce Makinney as part of the police department's Art Around the Rock project" (Gibbs, 2018), which began in 2014 to help deter crime.

Gibbs, J. (2018, November). Castle Rock residents restore mural after graffiti. *The News-Press*. p. 3.

## High-risk traffic stop near Castle Rock

“Law enforcement officers from the Douglas County Sheriff’s Office, the Castle Rock Police Department and the Colorado State Patrol conducted what the sheriff’s office called “a high-risk stop” on I-25 north of Castle Rock on Feb. 5” (Gibbs, 2018).

Allegedly, the suspect fired a weapon in what was a possible road rage situation. There was no danger to the public and no injuries reported. The suspect was apprehended.



Gibbs, J. (2018, February). Authorities conduct ‘high-risk’ traffic stop near Castle Rock. *Castle Rock News-Press online*. Retrieved from <https://castlerocknewspress.net/stories/authorities-conduct-high-risk-traffic-stop-near-castle-rock,276271>

## Mental health program internationally recognized

Since the Community Responder Team (CRT) was piloted in May 2017 “as part of the Douglas County Mental Health Initiative” (Gibbs, 2018), the program has increased and now includes two teams of officers and clinicians.

In September 2018, the CRT program was recognized for their significant outcomes relating to Douglas County’s mental health crisis. The team received the International City/Council Management Association’s (ICMA) Community Health & Safety Program Excellence Award. ICMA’s director, Martha Perego, stated “Douglas County’s application stood out as one where local government was taking an intentional and innovative approach to addressing mental health in its community” (Gibbs, 2018). She went on to say that CRT’s statistics reflected not only an immediate response but showed their responses to be positive and effective.



Officer Body, Clinicians Sanchez & Shew

The article also interviewed the CRT manager, Commander J. Lyons. He stated he was not surprised at all by the national recognition and described the work performed by this team as being the “most profound piece’ of the Mental Health Initiative (MHI)” (Gibbs, 2018). According to Commander Lyons, the MHI group consists of approximately 30 stakeholders from a variety of branches within the mental health field.

“The program’s annual report showed that CRT met with 499 unique individuals 1,001 times in its first year. The team released 599 active patrol officers back into service, 127 fire employees, and 66 fire vehicles” (Gibbs, 2018). Savings of \$1.7 million was estimated by Douglas County due to releasing fire crews and the avoidance of emergency room and jail visits.

Gibbs, J. (2018, October). Mental health program internationally recognized. *The News-Press*. p. 6.

# BENCHMARKING

## What is Benchmarking?

The [Benchmark Cities Survey](#) referenced within this report was 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, arson\*, and theft.

\*Castle Rock Fire and Rescue reports all arson statistics.

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.

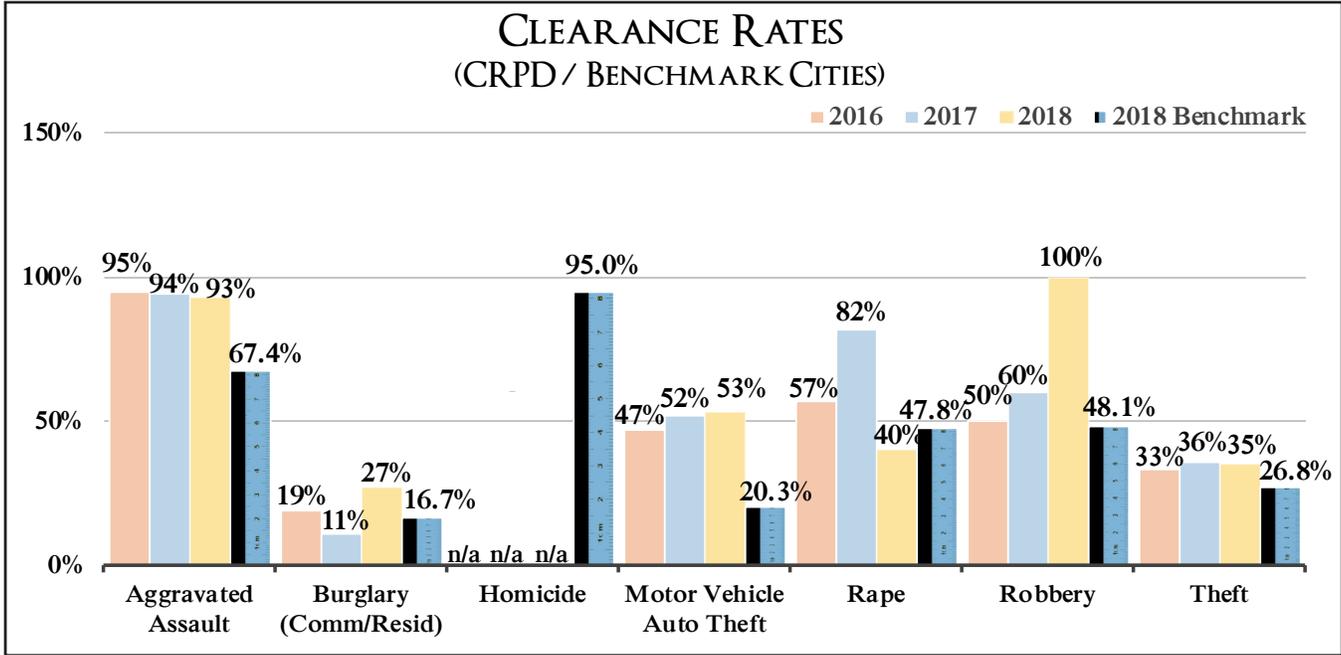
The Police Department's strategic measures are analyzed and reported within our annual reports. To view all current and past reports, please visit: [CRgov.com/PDAnnualReport](http://CRgov.com/PDAnnualReport).

## 2018 Benchmark Cities Comparison

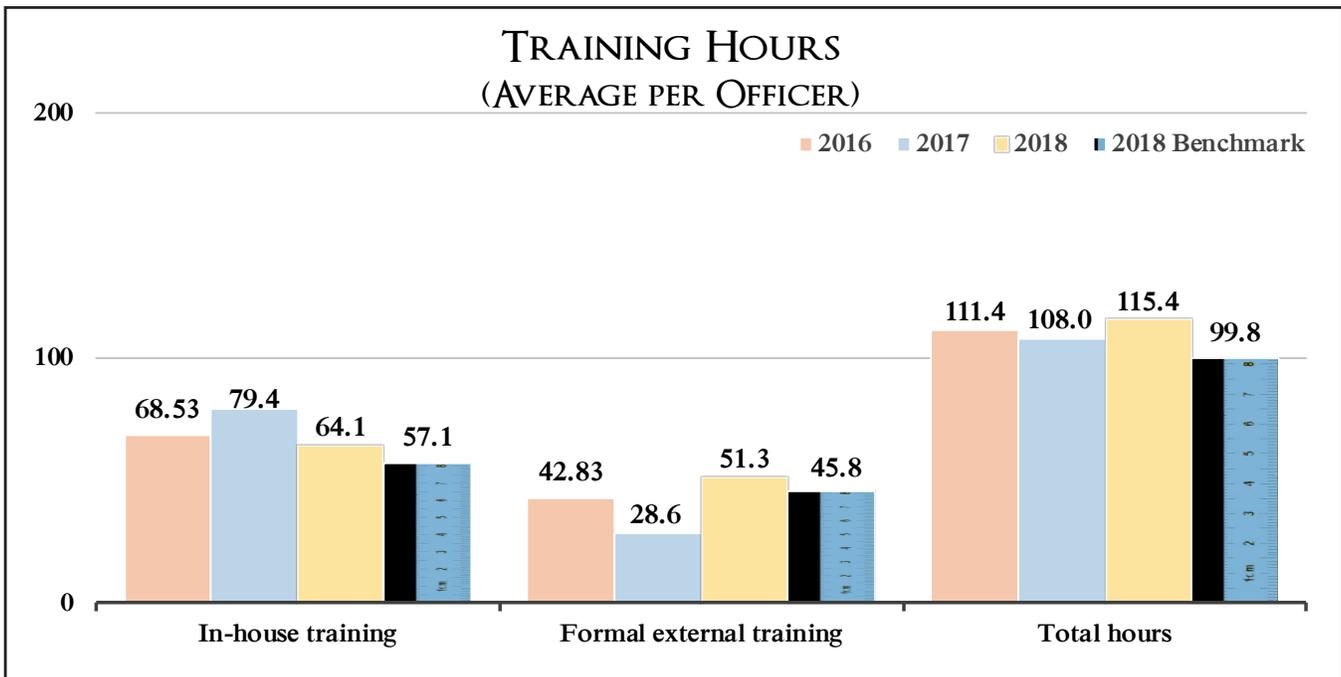
BENCHMARK COMPARISON	CRPD STATISTICS	BENCHMARK TARGET	MET GOAL
<b>PART ONE CRIMES</b> (per 1,000 population)			
Violent Crimes	1.4	≤ 2.6	✓
Property Crimes	20.5	≤ 23.7	✓
<b>CLEARANCE RATES</b> (Percentage of cases cleared)			
Violent Clearance Rates	77.6 %	≥ 60.6%	✓
Property Clearance Rates	38.0 %	≥ 22.3%	✓
<b>TRAFFIC CRASHES</b> (per 1,000 population)			
Crashes (Injury)	0.4	≤ 5.0	✓
Crashes (Non-Injury)**	13.3	≤ 15.0	✓
Crashes (Fatalities)	0.01	≤ 0.04	✓
Alcohol-Related Fatalities	0.00	≤ 0.009	✓
<b>RESPONSE TIMES</b> (emergency calls for service)			
Response Times (min:sec)	5:14	≤ 5:25	✓

The 2018 annual report card listed above 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 crash data does not include private property crashes.



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.



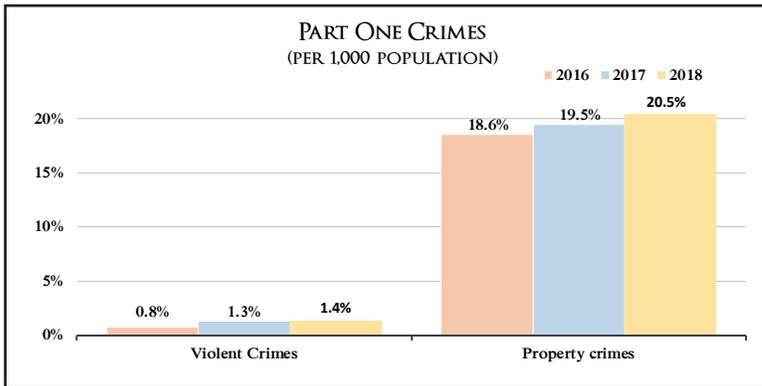
# PERFORMANCE MEASURES

## Strategic Performance Measures

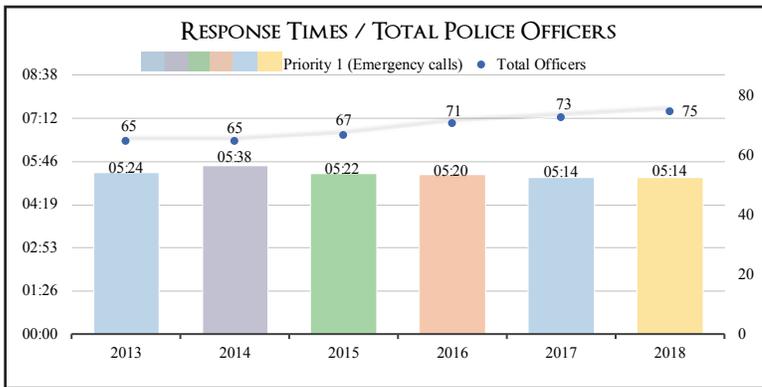
The Police Department's [Five-Year Strategic Plan](#) outlines our six strategic priorities and provides guidelines on priorities, goals, and measurements, which are required to carry out our mission effectively and efficiently. The following performance measurements are reported each year in our annual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

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

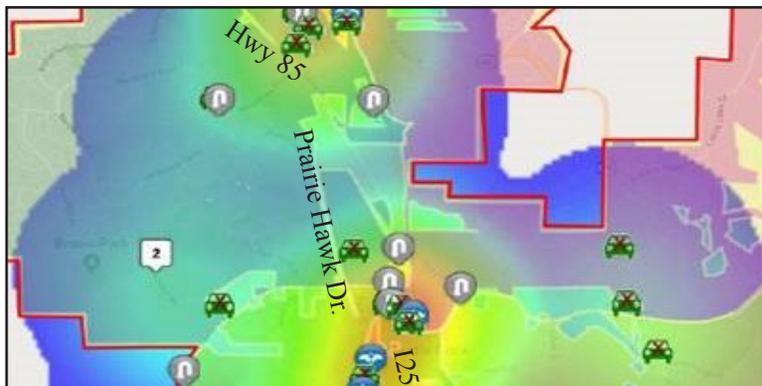
### Strategic Priority 1: Crime



**Part One Crime** - Part One crimes consist of eight 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 they 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](#).



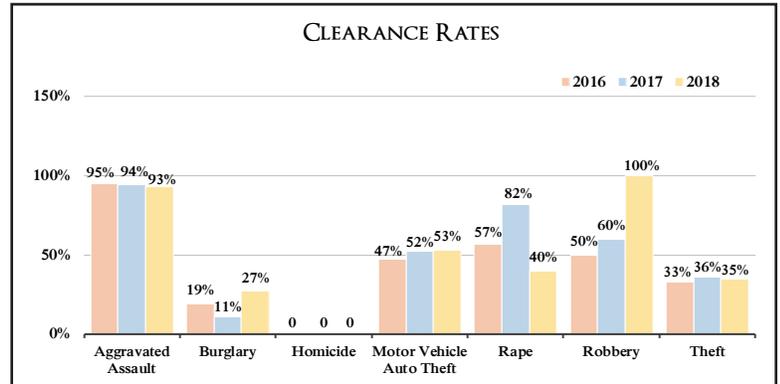
**Response Times** - Prompt and effective delivery of police services continues to be important in our community. The Town's geographical districts are aligned based on real-time data and the officers' workload is balanced with proactive patrol deployments. This data-driven approach to deployments ensures that officers are in the areas with the highest volume of activity.



**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 example of analysis shown here describes the concentration of traffic incidents within Castle Rock, with orange being the area of highest concentration, which allows patrol to have a visual representation of "problem areas" within The Town.

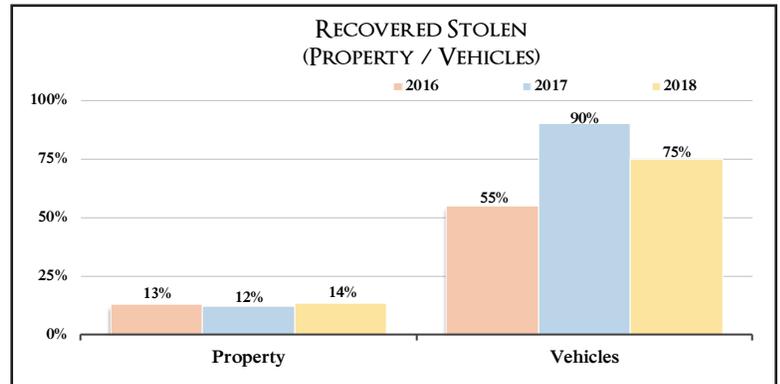
**Strategic Priority 1: Crime (continued)**

**Clearance Rates** - Clearance rates reflect 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.

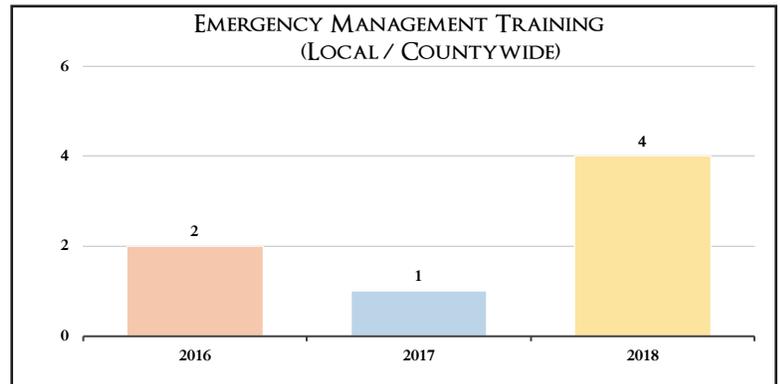


**Recovered Stolen** - One of the functions of a police department is to recover and return stolen property to its owner.

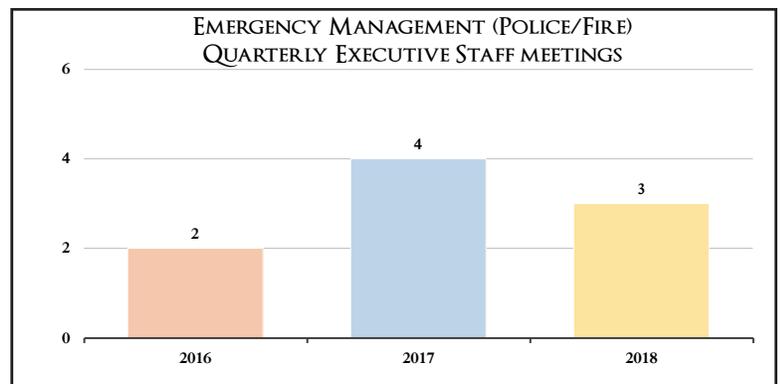
In 2018, the recovered stolen property experienced a 16.7 percent increase from the previous year; the recovered stolen vehicles decreased 16.7 percent.



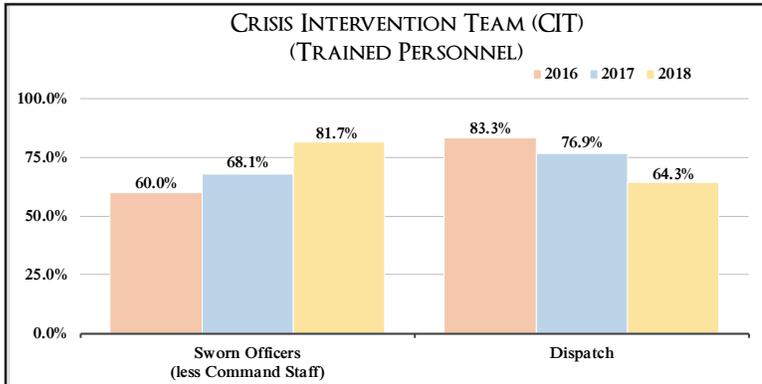
**Emergency Management Training** - Maintaining the capability of an effective emergency management system, and the response to and recovery from a critical incident, is extremely important to this department. One measurement is the participation of local or countywide emergency management training exercises. In 2018, the department participated in four multi-jurisdictional trainings.



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.



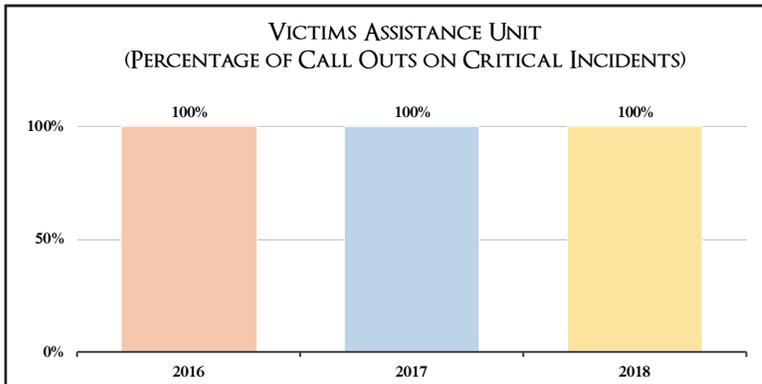
### Strategic Priority 1: Crime (continued)



**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.

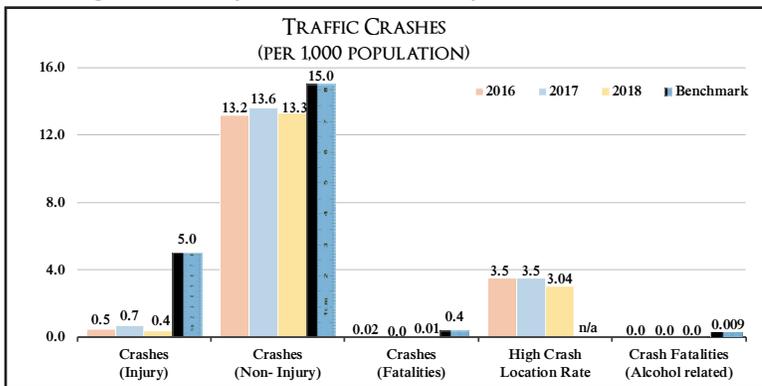
Excluding command staff, our CIT certified staff included:

- Police officers (58) or 81.7 percent
- Dispatchers (9) or 64.3 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 Crashes** - 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.

Despite a 5.8 percent population increase between 2017 and 2018 (pop. 65,520 to 69,338), the Town's total crashes decreased in most areas. Injury crashes decreased 43 percent; non-injury crashes decreased 2.2 percent; and high-crash location rates decreased 13.1 percent.

The Town's total traffic crashes were also lower than the Benchmark Cities average crashes.

**Strategic Priority 3: Employees**

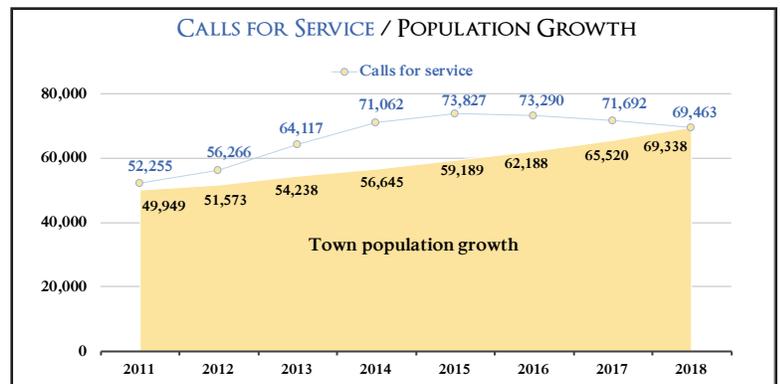
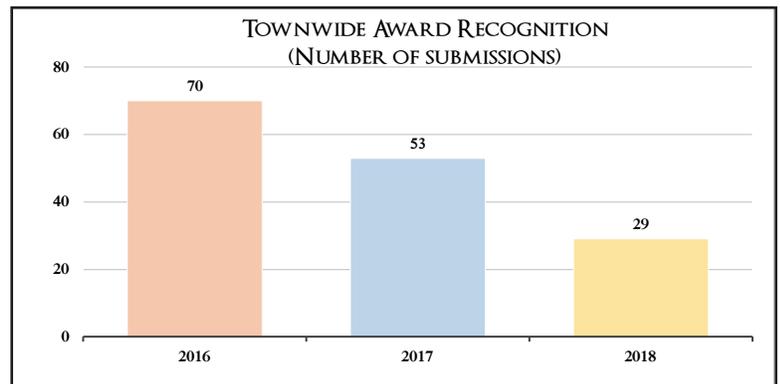
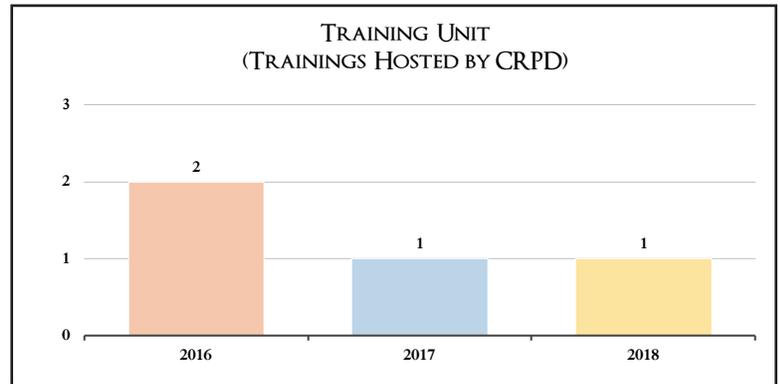
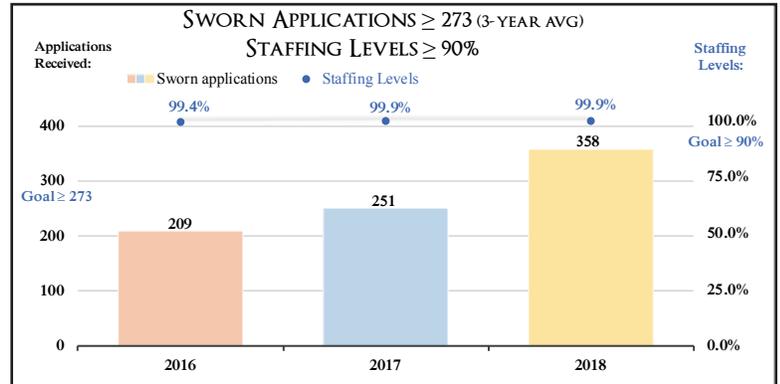
The department continues its reputation as being one of the most highly regarded law enforcement agencies in the Front Range region and firmly believes our greatest asset is our people. Continuous investment in our human capital pays huge dividends. Maintaining a well-trained and well-equipped workforce ensures the highest levels of professionalism and service are being extended to the citizens of this community. We also understand 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 ( $\geq 273$ ). As well, we continue to look for opportunities to host various trainings here in Castle Rock.

**Townwide Award Recognition** - The Police Department recognizes the importance of employee accomplishments throughout the year. We encourage submissions to the Townwide Employee Recognition Awards as well as our in-house Awards Board nominations. The Town’s Applause and Value Awards are two examples of the Townwide recognitions.

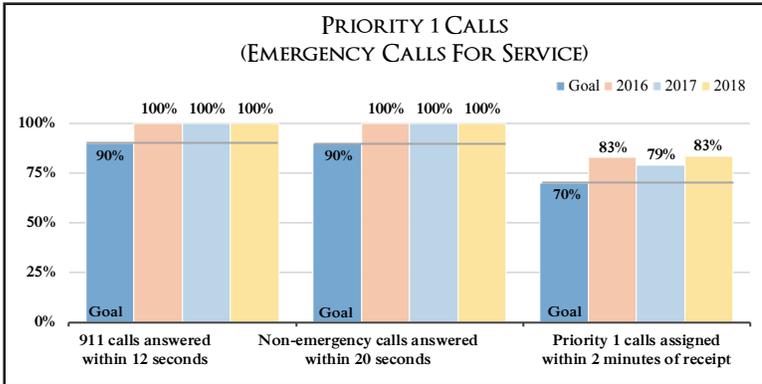
**Strategic Priority 4: Prepare for Future Growth**

The Town continues to see a steady increase in population. Between 2017-2018, our community experienced a population increase of 5.8 percent. During this same time, the department’s Calls for Service (CFS) decreased by 3.1 percent. The department continues to monitor our Town’s growth trends and responds appropriately with staffing and resources.

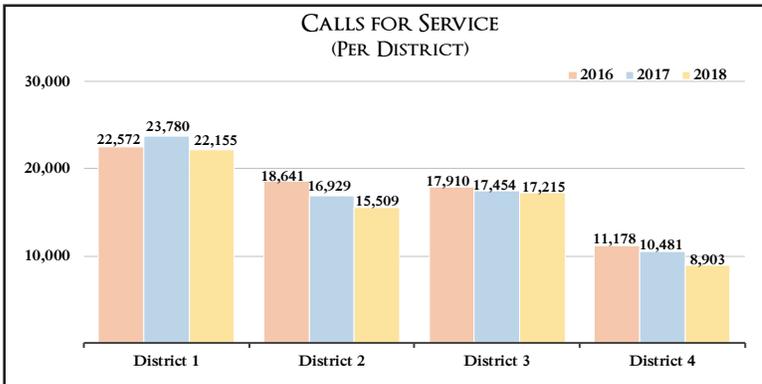
Notes: Total calls for service includes officer initiated calls. In 2019, a new DSS reporting software was utilized in collecting CFS, which resulted in a slight change of 2017 CFS (71,690 to 71,692).



**Strategic Priority 4: Prepare for Future Growth (continued)**



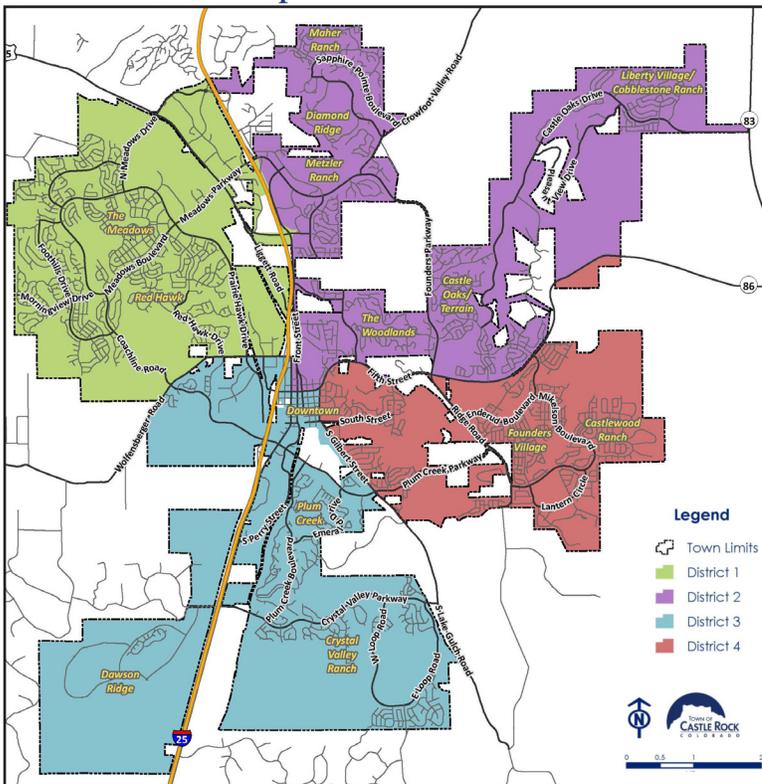
**Priority 1 Calls for Service** - Emergency calls requiring immediate response and where an immediate threat to life exists are classified as Priority 1 calls. The department strives to answer all 911 calls within 12 seconds or less - with non-emergency calls answered within 20 seconds or less. All 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 (CFS)** - Patrol officers responded to approximately 1,227 calls for service per week. In 2018, each patrol team was staffed with eight officers. These officers are assigned to four districts within Castle Rock as shown on the District map.

In 2018, CRPD utilized Decision Support Software (DSS). This analytical tool improves efficiency and accuracy of statistics. The 2016-2018 CFS per district were revised; and they no longer include canceled calls where officers did not respond.

**CRPD District Map**



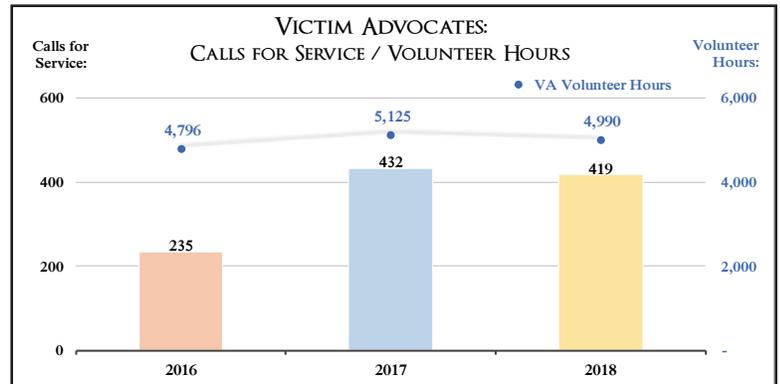
To effectively provide service to our increasing population, the department needs to grow in response to that demand. Such an expansion necessitates hiring personnel and acquiring physical resources, as well as developing strategies and methods for providing quality services to the entire community.

Castle Rock Police strives to keep our community among the safest in the nation. Since 2013, our department increased from 65 sworn officers to 75 and our response times decreased from 5:24 (min:sec) to 5:14 (min:sec). During the past six years (2013-2018), calls for service increased by 8.3 percent. Despite the increase in call volume, crime levels have continued to remain low. More details on the above statistics may be found on [page 18](#) or [page 21](#).

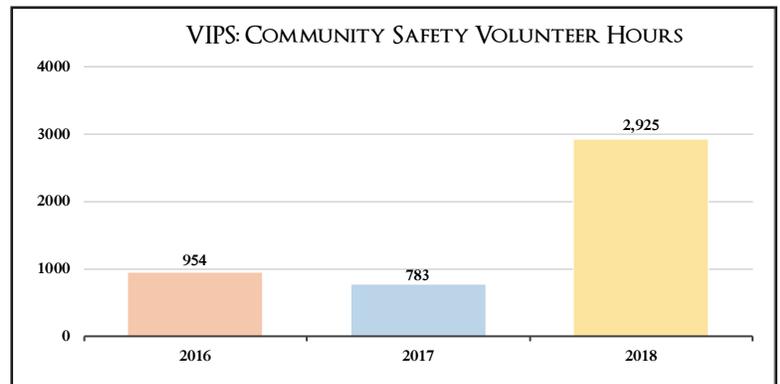
Copyright 2016, Town of Castle Rock (GIS Department)

## Strategic Priority 5: Community Policing and Partnerships

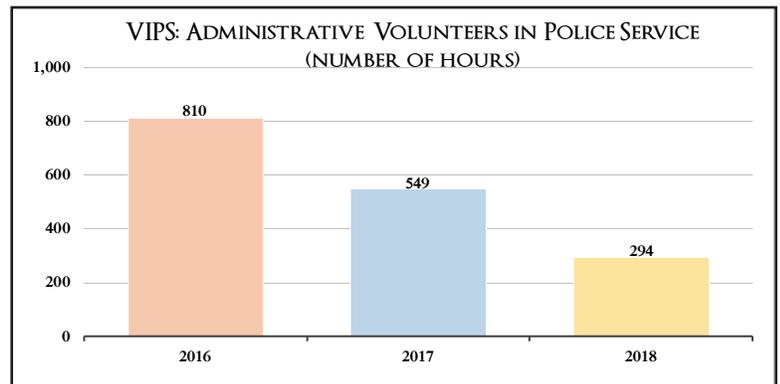
**Victim Advocate Volunteers** - In order to provide 24 hours a day, 7 days a week services to our victims of crime, we utilize a volunteer staff of victim advocates. This unit provides night and weekend coverage to victims and their families involved in tragic events. Several volunteers also provide office assistance throughout the week. In 2018, the advocate volunteers committed 4,990 hours.



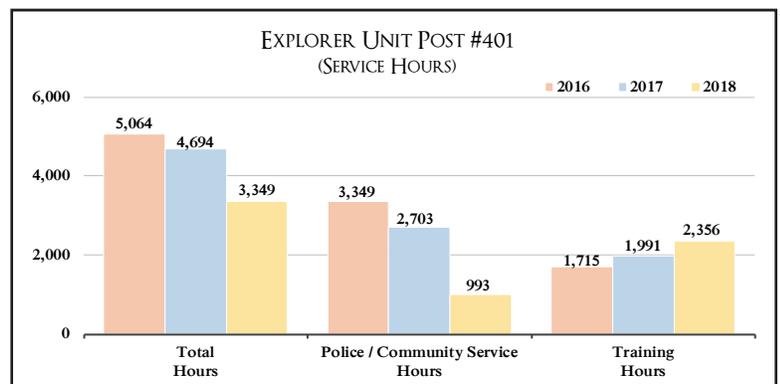
**Volunteers in Police Service (VIPS)** - Community Safety Volunteers (CSV) devoted 2,925 hours (or a 274 percent increase from 2017), which supports patrol and traffic officers on the street as well as the municipal court and other Town events. Administrative volunteers assisted with 294 hours of clerical duties or assisting within our property and evidence unit. The department is extremely appreciative of our volunteers' service.



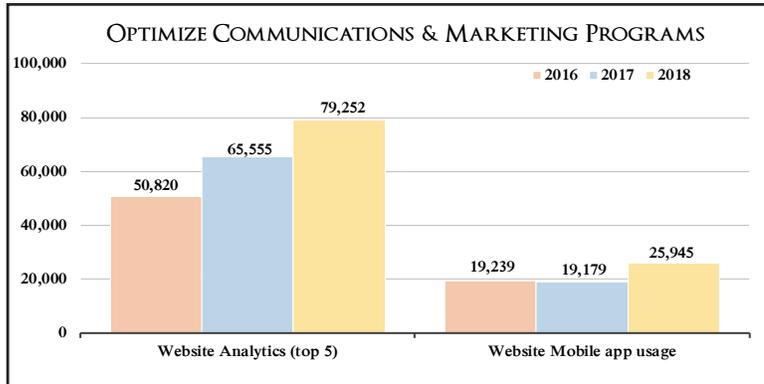
**Community Policing** - The Community Policing philosophy is to assist the public in establishing and maintaining a safe, orderly social environment to live, work, and play. While apprehending criminals is one important goal of policing, it is not necessarily the most important goal. The Community Partnership Unit 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 department relies on their officers to embrace and apply this philosophy in their daily work. Our department engages the community in a variety of ways including: Town meetings, HOA meetings, surveys, interest group meetings, and programs such as our Explorer Unit, Citizens' Police Academy, National Night Out, Coffee with a Cop, and the Crime Free Multi-Housing program.



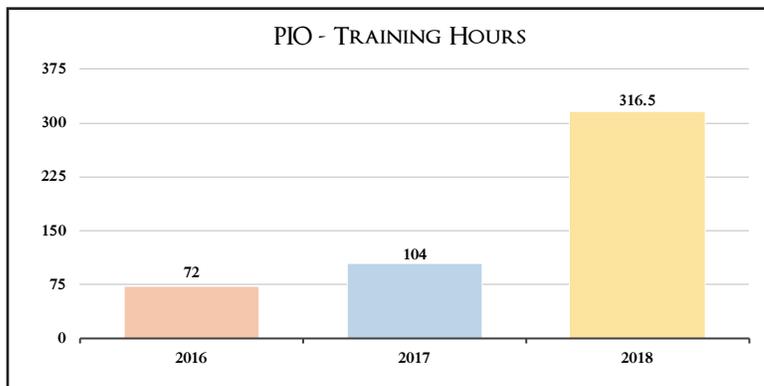
## Strategic Priority 5: Community Policing and Partnerships (continued)



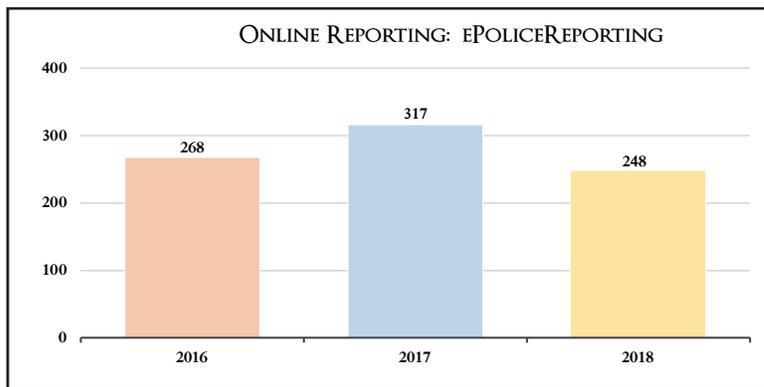
**Public Information Office (PIO)** - In 2018, this office was created to maintain enhanced communication and marketing programs. One full-time officer and five other officers provide duties involving emergency crisis communication, media relations, social media management, marketing, and public relations. The analytics chart (top, left) depicts the total top five page views on both the Town's police website and mobile app usage. The top five pages were: Police Landing Page, Becoming a Police Officer, CodeRed, About Police, and Police Records.

The PIO's 316.5 training hours included:

- Extensive FEMA courses
- CORA / CCJRA
- FBI LEEDA Media & Public Relations
- International Association of Chiefs of Police (IACP) - annual conference
- General media/PIO training
- Government Social Media - annual conference

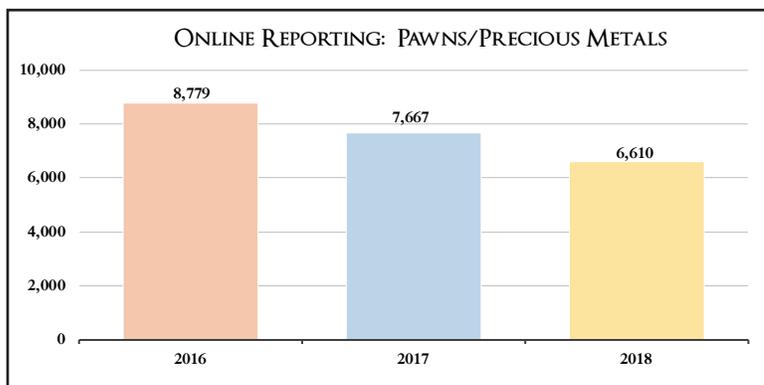


## Strategic Priority 6: Technology & Equipment



**Technology & Equipment** - Implementing technology assists in reducing crime, improving employee safety, promoting 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 2018 included upgrades to both the Computer Aided Dispatch (CAD) system and interview room cameras.

**Online Reporting** - The [ePoliceReporting](#) system allows citizens to report many types of crime (e.g. theft, vandalism, trespassing, lost property, phone/internet scams). Online reporting decreased 21.8 percent from 2017. Pawn store businesses also report their transactions online in the Pawns/Precious Metals chart and experienced a 13.8 percent decrease.

# DEPARTMENT STATISTICS

## Other Department Statistics

Many other statistics are found within this section. The 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.

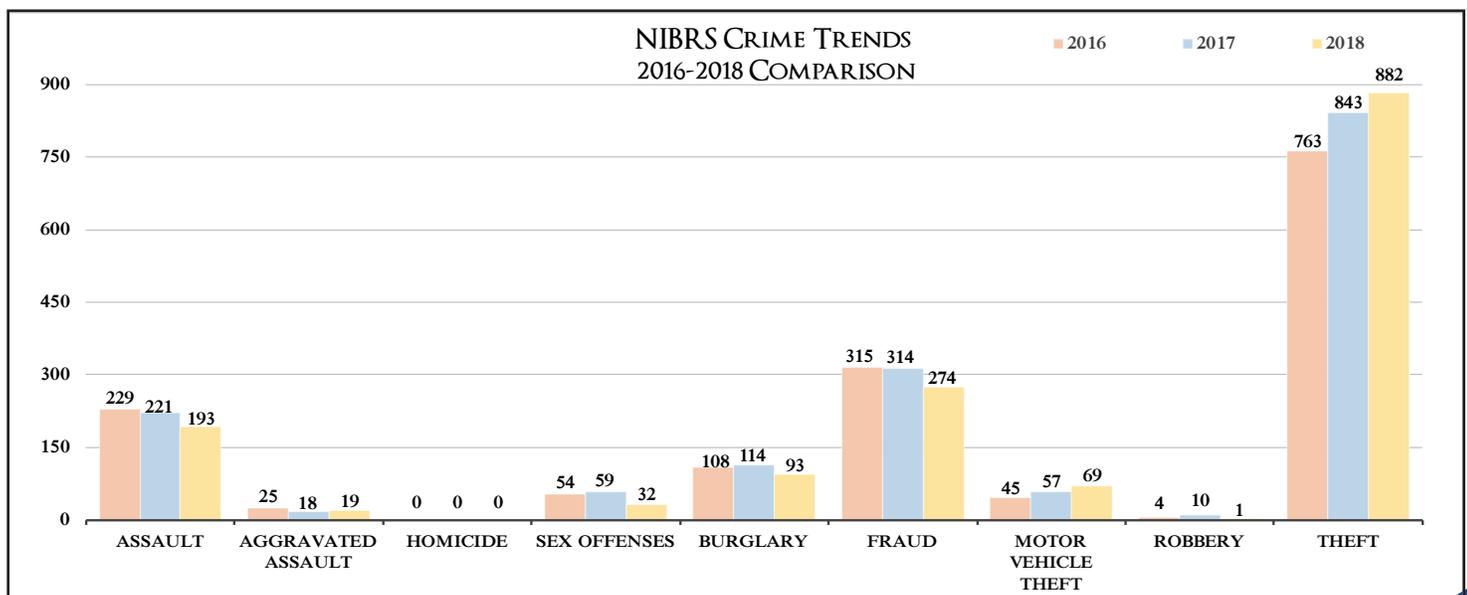
## Major Crimes and Trends

**Total Crimes** decreased by 73 incidents (-4.5 percent) from 1,636 (2017) to 1,563 (2018). Decreases were found in both total person and property crimes in 2018.

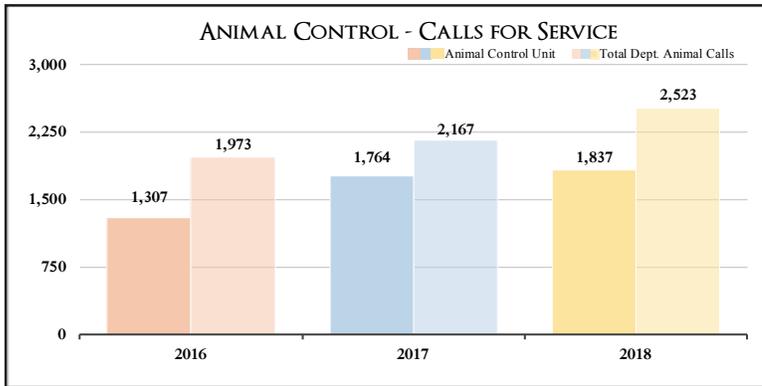
**Total Person Crimes** decreased by 54 incidents with decreases experienced in nearly all categories with the exception of aggravated assault, which increased by 1 incident or 5.6 percent.

**Total Property Crimes** decreased by 19 incidents. This category also experienced decreases in most categories with the exception of motor vehicle theft (increased 12 incidents or 21 percent) and theft/embezzlement (increased 39 incidents or 4.6 percent).

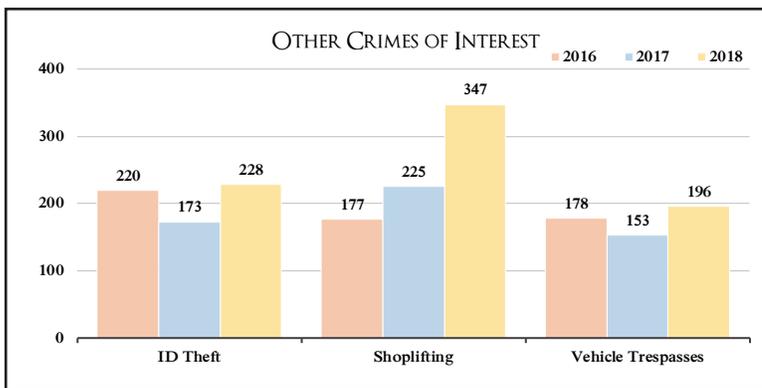
CRPD 3-YR COMPARISON	2016	2017	2018
Assault	229	221	193
Aggravated Assault	25	18	19
Homicide	0	0	0
Sex Offenses	54	59	32
<b>TOTAL Person Crimes</b>	<b>308</b>	<b>298</b>	<b>244</b>
Burglary	108	114	93
Fraud	315	314	274
Motor Vehicle Theft	45	57	69
Robbery	4	10	1
Theft, Embezzlement	763	843	882
<b>TOTAL Property Crimes</b>	<b>1,235</b>	<b>1,338</b>	<b>1,319</b>
<b>TOTAL CRIMES</b>	<b>1,543</b>	<b>1,636</b>	<b>1,563</b>



# DEPARTMENT STATISTICS - CONTINUED

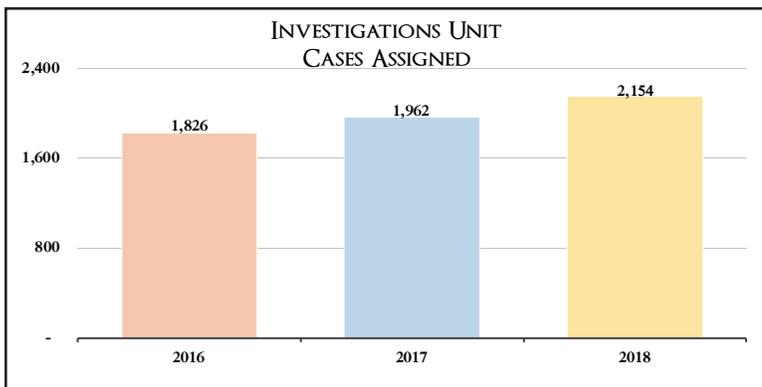


**Animal Control Unit (ACU)** - Staffed daily, with the exception of holidays, the two animal control officers are on duty from 8 a.m. to 6 p.m. In the event an animal control officer is not available, all animal calls for service are directed to the patrol division. In 2018, the ACU managed the majority of animal-related service calls for the department (1,837 of 2,523). This unit experienced a 4.1 percent increase in their total calls for service (1,764 to 1,837). More information is on [p. 34](#).



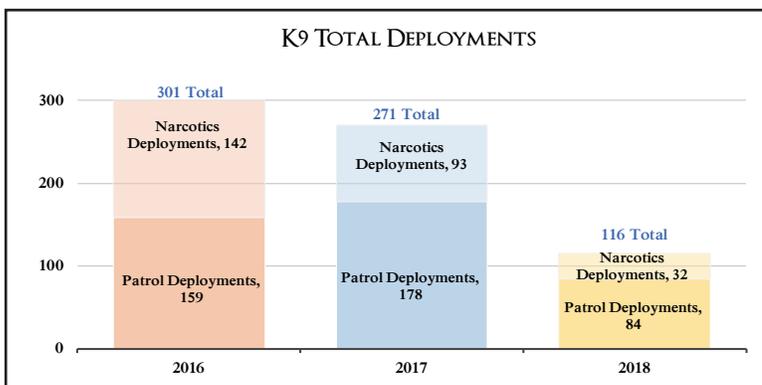
**Other Crimes of Interest** – Increases were identified in all three of the following categories:

- Identity theft - 31.8 percent
- Shoplifting - 54.2 percent
- Vehicle trespasses - 28.1 percent



**Investigations: Cases Assigned** - Cases not closed by the Patrol Division are assigned to the Investigations Unit. This past year, the unit experienced a 9.8 percent increase in cases assigned to the unit (1,962 in 2017 to 2,154 in 2018).

Note: In June of 2018, a CRPD multi-departmental build team was created to evaluate the case report internal routing system. Due to suggestions made by the build team, the Investigations Unit modified the process and criteria in which cases are assigned to detectives. Now, in conjunction with the monthly cases assigned to the detectives, criminal cases not meeting current solvability factors are individually reviewed by detectives proficient in that specific field (e.g. Motor Vehicle Theft, ID Theft, etc.). From July to December 2018, an additional 652 deactivated cases were reviewed as a result of these changes (reflecting a revision of the formerly reported cases of 1,502 to 2,154 cases).



**K9 Unit** - In 2018, the department utilized one K9 Unit, which deployed a total of 116 times reflecting a 57.2 percent decrease from 2017. The decrease was largely related to a vacancy within our K9 Unit. Refer to [page 33](#) for additional information.

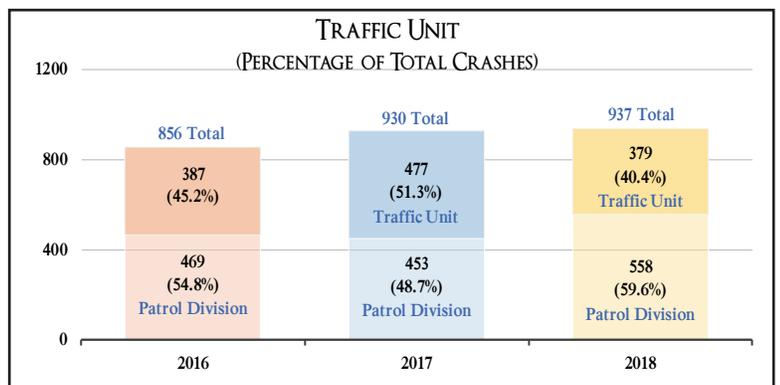
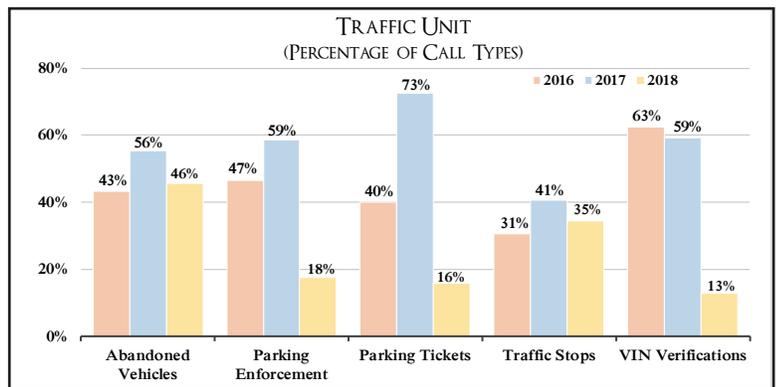
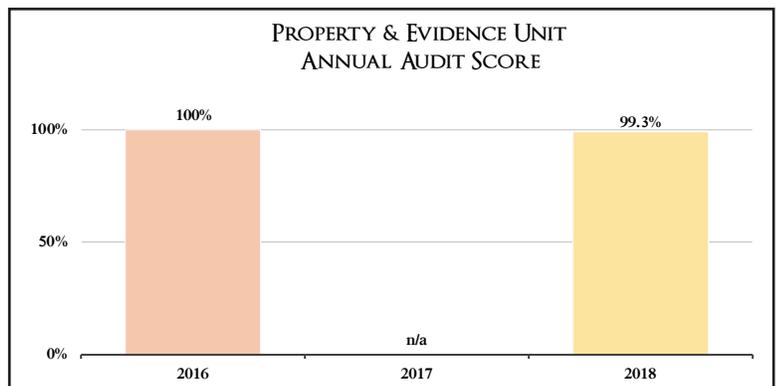
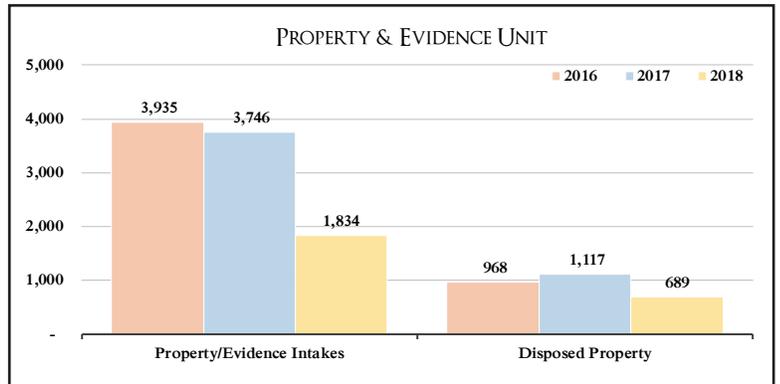
**Property & Evidence Unit** - This unit houses thousands of pieces of property and evidence for our department. Between 2017 and 2018, a 51.0 percent decrease was identified in the number of intakes for the department, and a 38.3 percent decrease was also shown for disposed property.

- Intake includes 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 property or 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.

A property and evidence audit was not conducted in 2017 due to staffing issues. In 2018, the Property & Evidence Unit partnered with Douglas County Sheriff’s Office creating a joint property and evidence unit. With this newly created partnership, the 2018 combined audit of both agencies’ items received a 99.3 percent score. Of the 993 items audited, 7 errors were discovered and easily corrected (e.g. item found on an incorrect shelf).

**Traffic Unit** - The Traffic Unit strives to handle 50 percent of all traffic crashes occurring in the Town of Castle Rock’s jurisdiction. The Traffic Unit investigated 40.4 percent of all public roadway crashes, which was a 20.5 percent decrease from 2017 due to staffing vacancies within the Traffic Unit.

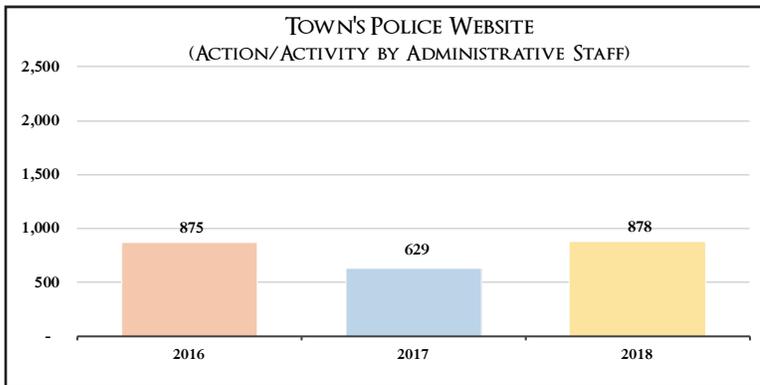
Note: Data excludes all private property crashes.



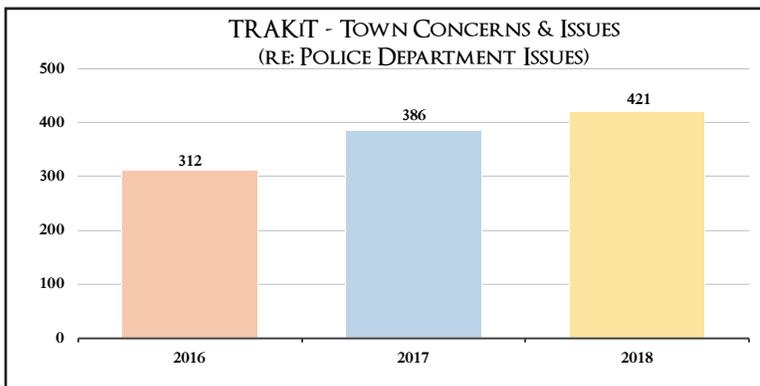
# ADMINISTRATION DIVISION

**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 budget and purchasing for the department
- 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 the Town’s administrative staff. The chart above displays the number of pages our police administrative staff created or revised during 2018.



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.

## ONE-BY-ONE POLICING AWARD

Chief Cauley handed out the first annual One-By-One Policing Award to newly promoted Sergeant Kal Collins during our May 2018 awards ceremony. Sergeant Collins’ continued actions exemplifies the department’s policing philosophy in serving people one by one. This strategy is demonstrated both internally and externally. See [page 13](#) for more info.



Chief Cauley with Sergeant Collins

## WELCOME TO THE FAMILY!

Two new senior office assistants joined the police department in 2018. Sara assists the Investigations Commander, and Erin supports our Administration Division.

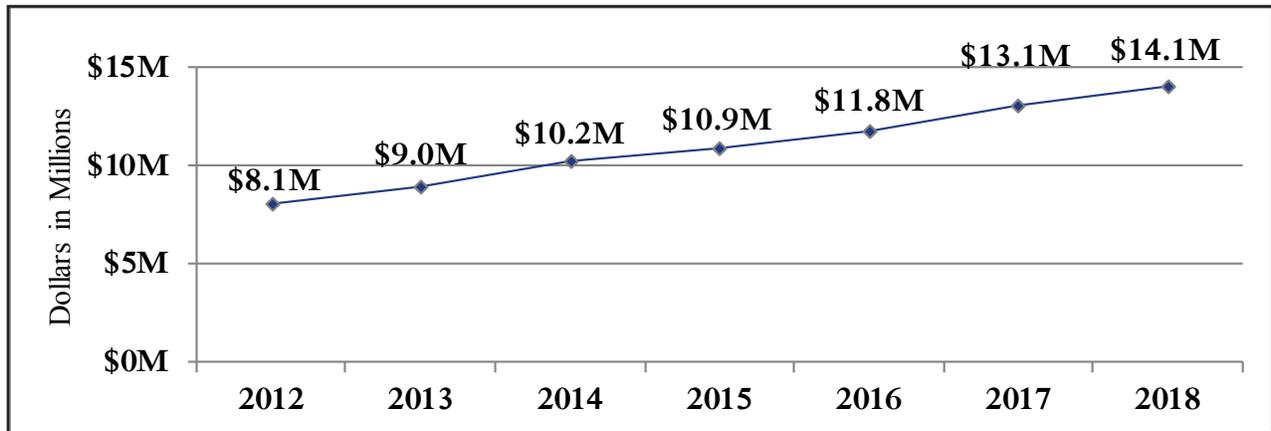


Left to right: Sara, Erin, and Becky

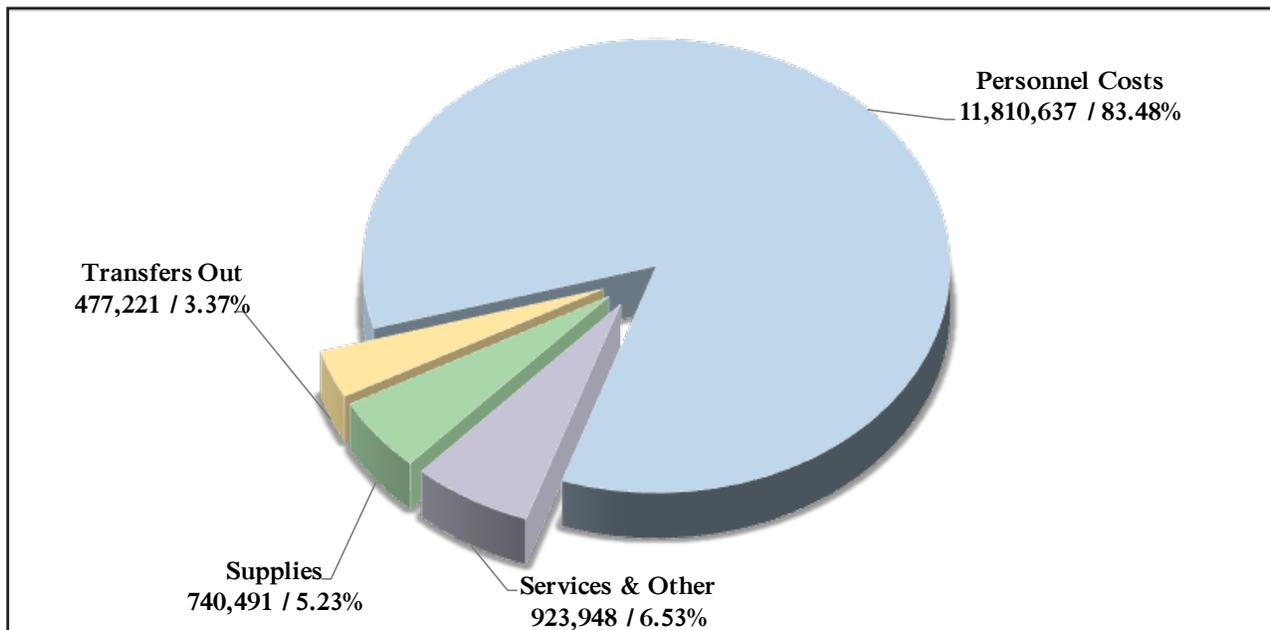
## FINANCIAL SUMMARY

The Police Department operated within budget in 2018. The total amended budget for the year was \$14,148,544. Of this amount, the Police Department spent approximately \$13.9 million, leaving the department under budget by 1.39 percent for the year. More financial reporting can be found under the Town's Transparency pages (Financial Information) at: [CRgov.com/Transparency](http://CRgov.com/Transparency)

**Police Department Budget (actual)  
(2012-2018)**



**2018 Actual Expenditures / Percent of Budget**



# INVESTIGATIONS DIVISION

**Commander Tim Gorman** manages the Investigations Division. The division includes 1-sergeant, 5-desk detectives, 1-Financial Investigative Regional Strike Team (FIRST) detective, 1-Impact detective, 1-crime analyst, 1-senior office assistant, 1-property and evidence technician, 1-victim assistance coordinator, 1-victim advocate, and 14-volunteers, which includes 10-victim assistance volunteers and 4-volunteer chaplains.

Many specialized units are found within this division:

- Crime Analysis Unit
- Detective Unit (Criminal Investigations) and includes the Impact and FIRST units
- Property and Evidence Unit
- Victims Assistance Unit
- Chaplain program

## 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 areas. 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)
- Impact Team / drug offenses (1)

## Specialized Detective Units

Castle Rock Police Department participates in two multi-jurisdictional teams consisting of detectives from Castle Rock, Lone Tree and Parker police departments as well as the Douglas County Sheriff's Office. These units (Impact and FIRST) focus on financial crimes, criminal offenses, behaviors, and street level narcotic trafficking based on repeated patterns and methods. One CRPD detective is assigned to each of the teams.

## Property and Evidence Unit

Following department guidelines, in coordination with the District Attorney and state statute, our property and evidence technician works alongside the detective unit and volunteer staff to log, store, secure, and release all evidence and other property received appropriately. 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 2018, the Castle Rock Police Property and Evidence Unit completed 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 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 VA information is found on our website: [CRgov.com/VA](http://CRgov.com/VA)

## Other Areas of Division Responsibility

- Drug Take Back program - Our permanent collection container is located in the police department's lobby. Expired or unused prescriptions and over-the-counter medications are accepted Monday through Friday during business hours, with the exception of holidays. During 2018, a total of 539 pounds of drugs were collected and disposed of in observance of all state and federal regulations.
- Internship program - A local Castle View High School (CVHS) student attended our fall internship program. He was assigned to various units within the department, which provided a comprehensive understanding of law enforcement.
- Organized Retail Crime training - In October, our department hosted a training conference on Organized Retail Crime (ORC). Members of the Overland Park Police Department performed the training for our agency. Organized retail crime involves the association of two or more persons engaged in illegally obtaining retail merchandise in substantial quantities through both theft and fraud as part of an unlawful commercial enterprise. ORC also refers to professional shoplifting, cargo theft, retail crime rings, and other organized crime occurring in retail environments. These criminals move from store to store and even city to city. Working in teams, some create distractions while others steal everything from infant formula to DVDs. Often, they are stocking up on specified items at the request of the organized crime leader. The primary objective of these professional crime rings is to steal from retail organizations for the purpose of turning retail products into financial gain rather than for personal use.



Officers Stark and Lewis collected 205 lbs. on April 28, 2018

## AXON INTERVIEW CAMERAS

In October 2018, the police department upgraded the Investigations' interview cameras to Axon. The Axon interview platform includes a dedicated interview room appliance that works in parallel with HD cameras and microphone. This provides the best possible video and audio quality allowing police to conduct interviews more efficiently.

Axon Interview is activated through a laptop intuitive touch screen interface in front of each interview room. This provides a convenient and easy place to start an interview, allows officers to enter the proper meta-data, and complete the interview with all the pertinent information. Once the interview is finished, the video and meta-data are securely transferred to Evidence.com.



Axon Interview records crucial interviews with redundant, high-quality video and audio technology. Officers can stream interviews from anywhere on our network and capture moments of key dialogue thanks to its 24/7 buffer, which can store weeks of continuous audio and video to local storage. We are able to maintain chain of custody with audio and video masking to protect attorney-client privileges and ensure defensible evidence.



Interview room with two new video cameras

# PATROL DIVISION

**Commander Sam Varela** manages the Patrol Division, which included 49 sworn positions. This division is also responsible for 13 explorers.

The patrol 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 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 our community.

## Duties

In most cases, when calling for assistance, a patrol officer in a marked police vehicle responds. These men and women patrol the streets 24-hours a day, 7-days a week. Our patrol officers work a 4/10 shift schedule, which are divided into six watches on both sides of the week. A-side works Sunday-Wednesday with an identical watch schedule working B-side, 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 areas (checking residential and business areas for illegal activity)

## Additional Responsibilities

In addition to all these duties, patrol officers have many other responsibilities. Castle Rock police officers work within the Community Partnership Unit philosophy and are familiar with:

- Streets, residents, and businesses of assigned areas
- Criminal element and problem locations
- Proactively involved in community events
- Utilizing problem-solving techniques such as mediation, counseling, and referral to other agencies

Solving neighborhood or community problems often requires several meetings with involved parties.

## Special Details

- The Bike Unit operated May through August in 2018. They patrolled our trails, parks, schools, neighborhoods, retail centers, and attended Town events. Officer Coyle and Officer Schlecht were assigned to the Bike Unit in 2018.
- The Crisis Intervention Team (CIT) connects individuals suffering from mental health issues with appropriate levels of mental health services. Goals of the CIT are to train law enforcement officers in the recognition of mental illness, enhance their verbal crisis de-escalation skills, and to provide more streamlined access to community-based mental health services.



Patrolling along the trails - Officers Schlecht and Coyle

- Explorer Unit, Post #401, is a division of the Boy Scouts of America and is an organization for young adults (ages 14 to 21). Our Explorer Unit consisted of 13 explorers in 2018.
- Field Training Officers are a dedicated group of officers responsible for the training of all new police officers.



Explorer Unit, Post #401 - 2018 LEEPAC Competition

## Special Details (cont)

- 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 K9 handler Officer Thompson and Belgian Malinois Police Service Dog (PSD) Ronin. The unit provides deployments in patrol and narcotics, not only for our department but for outside agencies upon request. Meet Officer Thompson and Ronin in their video found on the [Town's YouTube channel](#).



Officer Thompson/PSD Ronin - NNO demonstration

## 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. The SWAT 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.

## COMMUNITY ACTION TEAM (C.A.T.)

In November of 2018, the Castle Rock Police Department implemented the Community Action Team (C.A.T). This team is a specialized, all-crimes unit whose mission is the detection, deterrence, and interdiction of crime as well as the enhancement of safety, security, and the quality of life within the community. This mission is achieved through directed operations, which utilize analytics, intelligence, and the cultivation of internal and external partnerships. The unit operates in a variety of modes to include marked vehicles and uniformed patrol as well as unmarked vehicles and plainclothes/undercover operations.

By the end of the year, C.A.T. made 30 misdemeanor arrests, 6 felony arrests, executed several search warrants and recovered almost \$90,000 in stolen property. In addition, they established multiple partnerships with local business owners and developed an extensive information sharing and intelligence network with local law enforcement and private loss prevention specialists. The efforts of the involved officers clearly highlighted the effectiveness of the unit and greatly enhanced the overall mission of the department.

## BIKE UNIT

The Bike Unit created and developed several programs in 2018, which allowed them to work closely with the community in very unique situations. The *Dirt Jump and Donuts* program was created to allow police and kids to interact in a fun and challenging environment by taking advantage of the remarkable amenities our Town parks offer - *all while learning bicycle safety*. *Splash Mob*, held multiple times in the summer, engage kids and cops in a fun and friendly water fight. The *adaptABILITY* cycling program focuses on adults with special needs and empowers participants by teaching them safe bike riding skills, thereby, giving them more mobility and expanding their lives physically and geographically within our community.

# SPECIAL OPERATIONS DIVISION

**Commander Jason Lyons** manages the Special Operations Division. This division includes: 2-sergeants, 3-Community Partnership Unit (CPU) officers, 2-school marshal officers, 1-school resource officer, 1-co-responder officer, and 3-traffic officers. The division is supported by 2-animal control officers, 10-community safety volunteers, and 4-administrative volunteers.

The Special Operations Division specializes in the following units:

- Animal Control Unit
- Community events
- Community Partnership Unit (CPU)
- Co-Responder Team (CRT)
- School Resource Officers (SRO)/School Marshals (SRO)
- Traffic Unit
- Volunteers in Policing (VIPS)

## Animal Control (ACU)

The Animal Control Unit is comprised of two full-time animal control officers and is responsible for animal licensing, animals at large, dangerous animals, returning lost animals to their owners, barking dogs, investigating dog bites, and animal cruelty.

The ACU attended numerous open houses and strategy meetings regarding the rewriting of the Town's Animal Code. A working group comprised of Legal, Courts and Animal Control worked together in adopting significant changes to the Municipal Code from breed-specific restrictions to a more behavioral-based system. These changes created additional administrative and enforcement protocols, which the ACU took in stride.

Information on how to license your pet is found within our police pages on the Town's website: [CRgov.com/AnimalLicensing](http://CRgov.com/AnimalLicensing).

## Community Events

This division works closely with other agencies and is responsible for staffing the appropriate police personnel for Town sponsored events and many outside vendors. More information is found under "Find an Event" or navigating directly to: [CRgov.com/Events](http://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 Partnership Unit (CPU)

The CPU addresses community issues and works in several programs including the Crime Free Multi-Housing program and Crime Prevention Through Environmental Design (CPTED) program. Both proactive programs assist in reducing crimes within our community. Our CPU officers utilize problem-solving methods to address a variety of community issues: homeowners associations, downtown parking, community events, graffiti, and school-related concerns.

## Co-Responder Team (CRT)

The Community Response Team is a partnership with Douglas County Sheriff's Office and numerous civilian agencies in the Metro area dealing with mental health concerns in the community.

The unit is comprised of two teams, consisting of an officer/deputy teamed up with a mental health clinician. These teams go into the field and work with those in crisis, freeing up patrol officers to deal with assigned duties. A case manager supports and guides those in need to available community resources. Currently, each team works 40-hours per week dealing with people in crisis and conducting follow-up sessions. CRPD's CRT program was voted the number one program in the nation of populations over 50,000.

## Officers in Schools

The department provides one full-time school resource officer (SRO) who dedicates their time during the school year to Castle View High School. The School Marshal program is a partnership between the police departments of Douglas County, the Douglas County Sheriff's Office and the Douglas County School District. Our department's School Marshal Officer (SMO) provides two officers to work at the various elementary and middle schools throughout Town. These officers provide additional security to the schools while also providing student mentoring.

## 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 drunk-driving recognition. The unit consisted of three officers enforcing traffic laws and improving road safety and investigated 40.4 percent of all roadway crashes. Newly implemented 3D animated crash diagramming is now available for more complex crash scenes allowing officers to open roadways faster with a more detailed overview of a crash scene.

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 Justin Smith became a certified DRE (Drug Recognition Expert), which consisted of over 100-training hours. He is the second certified officer in the department. This experience has proven invaluable while investigating traffic contacts involving drivers under the influence of drugs.

## Volunteers in Policing (VIPS)

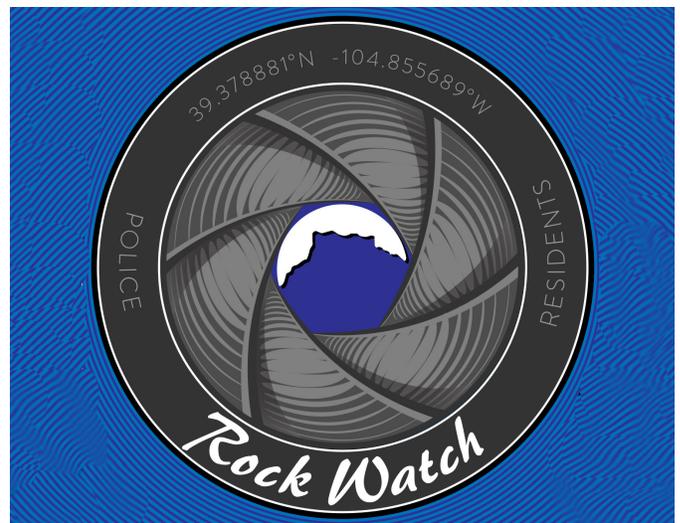
The department utilizes Volunteers in Policing (VIPS) who serve our department selflessly.

- 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 department, such as patrol, traffic, community policing, special events, and activities where their unique expertise or life experience is of benefit. Over the past year, we added several new CSVs. The CSV Unit provided 2,925 service hours.
- Administrative volunteers work with staff in many capacities and provided 294 hours.

More information regarding volunteering is available on our website: [CRgov.com](http://CRgov.com).

## ROCK WATCH PROGRAM

In 2018, the Community Partnership Unit expanded their existing programs and started new ones. The [Rock Watch Program](#) was created as a new and technology-based Neighborhood Watch Program. This program is a partnership with our community. With permission from the owners, this program uses citizens' personal security cameras to assist the police department in identifying, apprehending, and prosecuting criminals. We are fortunate to have the support of our community in making Castle Rock a great place to live, work, and play.



# SUPPORT SERVICES DIVISION

**Commander Todd Brown** manages the Support Services Division, which included 25 full-time positions.

There are three distinct functions within this division:

- Communications Center (Dispatch)
- Records Unit (includes Digital Media Technician and Community Service Officer)
- Professional Standards, Training & Development (includes Public Information Office)

## Communications Center (Dispatch)

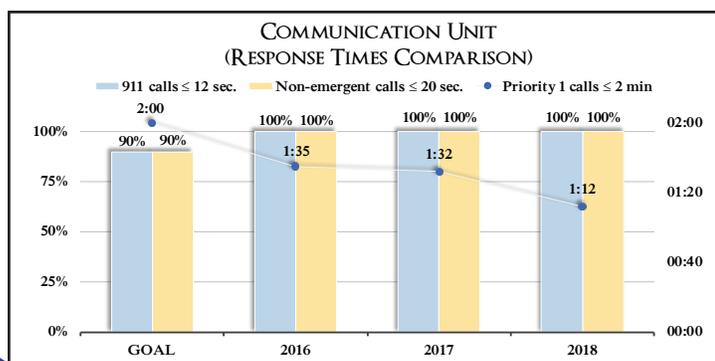
The Communications Center is staffed by a civilian communications manager and 14 full-time dispatchers. The manager's primary duties include scheduling, training, and ensuring efficient operations of the communications center.



Communications Center

The center 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.

## Records Unit

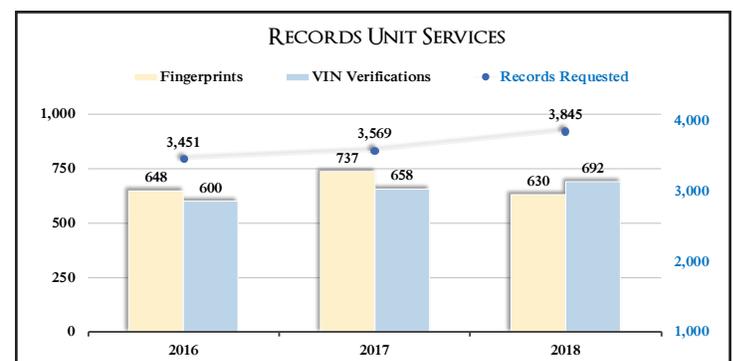
The Record Unit is staffed by a civilian supervisor, three full-time and one part-time records specialists, one community service officer, and one digital media technician. The unit is tasked with scanning documents into the Records Management System (RMS) and electronically storing/preserving all police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



2018 Record Week Celebration

## Community Service Officer (CSO)

In 2018, Allen Hanners transferred to the newly created Community Service Officer position within our Records Unit. This position handles parking enforcement duties in the downtown area, vehicle identification number (VIN) verifications, cold police



reports in the lobby, and assists with front counter customers in the lobby. These duties save patrol officers time and allows them to stay on the streets.

During 2018, the CSO position handled 110 traffic crash reports, 135 case reports, issued 802 parking tickets, issued 659 parking warnings, and completed 430 VIN verifications.



CSO Hanners

### Digital Media Technician

Digital Media Technician Rick Powell started the new unit in the Support Services division and processes 16 different types of media recordings throughout our facility. This ranges from dispatch recordings, 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 the development of best practice policies. In addition, the unit handles all internal administrative investigations.

The average training per officer in 2018 was 115 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 police department maintains its Professional Standards Accreditation through the [Colorado Association of Chiefs of Police](#). This designation demonstrates the department's desire to continue to meet modern, best practice standards of excellence and compliance. According to the Colorado Peace Officer Standards & Training (POST), there are 254 Colorado law enforcement agencies; 38 agencies are accredited through CACP.
- ICAT Training - Through the use of live actors and scenario-based trainings, 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 - Officers train and learn tracking methods utilizing our K9 Unit 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, which is a substance administered via a nasal mist that assists in mitigating opiate overdoses.

### Public Information Office (PIO)

The Public Information Office maintains enhanced communication and marketing programs for the department. One full-time officer and five other officers provide duties involving emergency crisis communication, media relations, social media management, marketing, and public relations. Refer to [p. 24](#) for the types of training involved for this unit.

### NEW COMMUNICATIONS CONSOLE

In the fall of 2018, the Communication Center underwent a renovation to include three new console stations bringing our center to a total of seven dispatch stations. This impressive 1,000 square foot state-of-the-art facility is housed within our department.



Dispatcher DeClaire utilizing one of the new stations

# DEPARTMENT HAPPENINGS

## 2018 Commander Retirements

A heart-felt farewell was shown to two commanders. John Anderson retired after serving the Town for 40 years, and Doug Ernst retired after 34 years of service. John [rode off with his posse](#) to the top of the Rock. We all had a chance to say our goodbyes and well wishes at their [retirement celebration](#) in May!

*If reading electronically, view the videos on the above links.*

## CRPD Employee Appreciation

Our department's annual Employee Appreciation BBQ was held once again at the White Pavilion (aka Rink at the Rock). This is a time for police employees to gather, relax and enjoy a barbecue lunch served by the command staff. Special thanks to our commanders and administrative staff for putting on another fun event!



## National Night Out

National Night Out (NNO) - August 6, 2018 marked the sixth annual National Night Out celebration hosted by the department at Philip S. Miller Park's pavilions. Over 1,000 citizens were estimated in attendance. The event provides everyone with an up close and personal look at our divisions, units, police/fire vehicles, and features a great barbecue, inflatable kid rides, and a special K9 demonstration by Officer Thompson and Ronin.

Local businesses (including Target, Modern Woodman Bank and Walmart) supported our event. All police divisions were on hand and represented wonderful 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.



BBQ crew: Sgt. Galvan, Ofc. Mullineaux, Explorer Jacob Rose



Records Supr. Omar, Specialists Miller, Dickens & Vander Meer



Officer Thompson and Ronin's demonstration



Detective DeGennaro explaining evidence gathering



Officer Stark & Explorer Burger visiting with guests  
[www.CRgov.com/Police](http://www.CRgov.com/Police)

# 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

To serve people one-by-one so together we can create environments that are safe and secure and where people can thrive

Castle Rock Police Department  
100 Perry St.  
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303.663.6100



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