

2019 Annual Report



Contents

Message from the Chief.....	3
Organizational Structure.....	4
Year in Review.....	8
Awards & Recognition.....	10
One-By-One Policing Award.....	13
Headlines & Highlights.....	14
Benchmarking.....	16
Performance Measures.....	18
Department Statistics.....	25
Citizen Survey.....	28
Administration Division.....	29
Investigations Division.....	30
Patrol Division.....	32
Special Operations Division.....	34
Support Services Division.....	36
Department Happenings.....	38
Mission & Vision.....	Back Cover

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 2019. Our No. 1 priority continues to be 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, and this 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 not only their protectors but as trusted friends and fellow community members. In 2019, our dedicated and highly trained staff of 79 sworn officers, 32 civilians and numerous volunteers worked 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 a few of our 2019 programs and 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 - 2019
- Special Olympics Colorado
- Splash Mob

Please connect with us on Facebook, Twitter, Instagram and Nextdoor for the latest Castle Rock Police news.

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

Thank you for supporting the dedicated men and women of our 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.

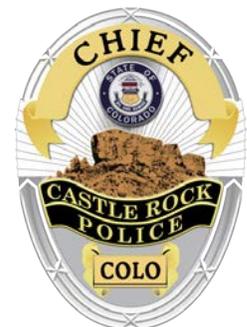
Sincerely,

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

Chief of Police



Chief Jack Cauley



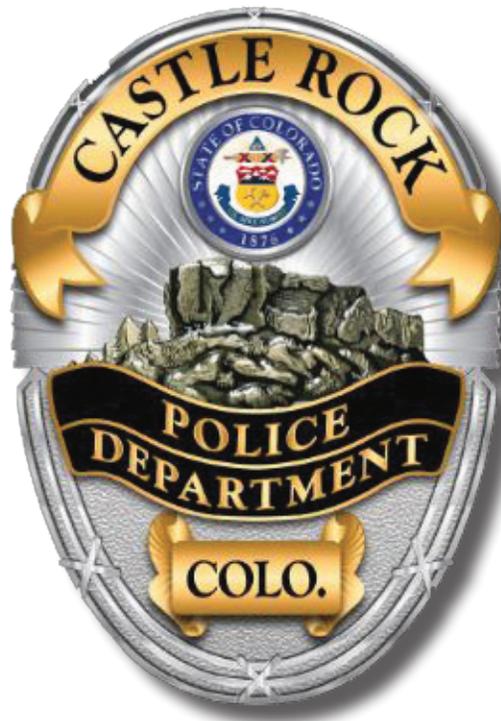


ORGANIZATIONAL STRUCTURE

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)



BECKY HERNANDEZ
Administrative
Supervisor



AMIE KIRTLEY
Communications
Supervisor



LINDA OMAR
Communications
Supervisor



LYNDSAY MILLER
Records
Supervisor



DEBBIE LEWIS
Victims Assistance
Coordinator

ADMINISTRATION
Chief of Police

Administrative Supervisor

Senior Office Assistant

DIVISIONS

INVESTIGATIONS

- (1) Commander
 - Detective Unit
- (1) Sergeant
- (5) Detectives
- (1) Crime Analyst
- Specialized Units
- (1) Detective - IMPACT
- (1) Detective - FIRST
- Property & Evidence Unit
- (1) Technician
- Victims Assistance Unit
- (1) Coordinator
- (1) Advocate
- (9) VA Volunteers
- (1) Senior Office Assistant
- (4) Chaplain Volunteers

PATROL

- (1) Commander
 - Patrol Unit
- (6) Sergeants
- (6) Corporals
- (33) Police Officers
- CAT Unit
- (2) Police Officers
- K9 Unit
- (2) Police Officer
- (2) Police Service Dog
- Explorer Post #401
- (19) Explorers

SPECIAL OPERATIONS

- (1) Commander
- (2) Sergeants
- Specialized Units
- (2) Community Policing Unit
- (1) Comm. Responder Team
- (1) Downtown Liaison
- (2) School Marshals
- (3) School Resource
- (3) Traffic Unit
- Animal Control Unit
- (2) Animal Control Officers
- Volunteers in Policing-VIPS
- (10) Community Safety
- (4) Administrative

SUPPORT SERVICES

- (1) Commander
 - Professional Standards, Training & Development
- (1) Sergeant
- (1) Training Officer
- (1) Public Information Officer
- Communications Unit
- (2) Comm. Supervisors
- (15) Dispatchers
- Records Unit
- (1) Records Supervisor
- (4) Records Specialists
- (1) Digital Media Technician

FULL-TIME EQUIVALENT (FTE)

Chief of Police	1	Administration	Commissioned	1
Commanders	4		Civilian	2
Sergeants	10			
Corporals	6	Investigations	Commissioned	9
Detectives	7		Civilian	5
Officers	51		Volunteers - VA	9
			Volunteers - Chaplains	4
TOTAL STAFF (FTE):				
Commissioned	79.00	Patrol	Commissioned	50
Civilian	31.25		Explorers	19
TOTAL FTE¹	110.25	Special Operations	Commissioned	15
<i>¹ Excludes volunteers and explorers</i>			Civilian	2
			Volunteers - VIPS	14
Volunteers	27	Support Services	Commissioned	4
Explorers	19		Civilian	23
TOTAL FTE DEPARTMENT²	156.25		TOTAL ALL STAFF²	157
<i>² Includes volunteers and explorers</i>				

YEAR IN REVIEW

JANUARY

New Officers Join CRPD

Castle Rock Police Department welcomed three new officers and two dispatchers in January. These additional staff members allow the department to keep up with the rise in calls for service as the Town continues to grow residentially as well as commercially.

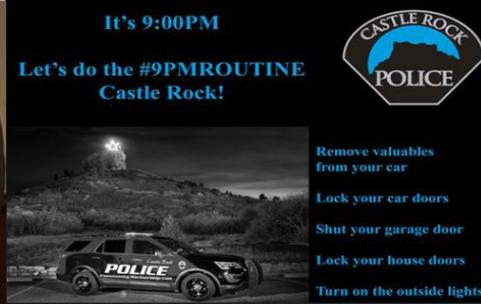
Welcome aboard!



FEBRUARY

9 P.M. Routine

Castle Rock Police Department shared its first full month of daily and lighthearted reminders at 9 pm to our Facebook fans. They are designed as friendly reminders and safe practices. The goal of the #9PMROUTINE campaign is to help Castle Rock residents establish a nightly regimen of keeping them and their valuables safe and secure.



MARCH

Bomb Cyclone

Blizzard conditions lasted 15 hours and dumped 10" of snow in the Town. Wind gusts reached 60 mph. Snow drifts climbed to 6 feet or higher in Castle Rock. Interstate 25 was closed in our area for more than 24 hours with hundreds seeking shelter. While snowplows worked 24/7, officers also assisted many stranded motorists.



JULY

New Officers Join CRPD

Seven more officers joined our department in June. As the Town's population increases, so will our calls for service. The additional officers allow the department to continue to keep our levels of service a high priority.

Welcome everyone!



AUGUST

eFit Program

Our reorganized physical fitness program is designed to provide employees an outlet for the daily stresses of the job as well as providing long-term health benefits from physical fitness. The eFit assessment provides 120 minutes of workout time per week. All staff members are eligible for this benefit.



SEPTEMBER

Watch Party

In 2018, public safety lip sync battles were all the rage. CRPD's video rose to the challenge. Our video ranked in the top 30 nationwide and had the chance to go all the way. CRPD staff and the public watched the results together in Festival Park on September 9. Alas, we did not make the cut, but it was fun!





APRIL

Crime Victims Cell Phone Drive

The Victims Advocate Unit (VAU) joined the Parker and Lone Tree police departments in a cell phone drive all to raise awareness for victim rights. Cell phones are available for victims of domestic violence, which aid in victim safety and accessibility to police intervention. The joint collaboration brought in 569 phones!



MAY

Awards & Promotional Ceremony

On May 17, the department held its annual awards ceremony during National Law Enforcement Officers week. There were seven award categories presented to 21 sworn officers, 1 civilian staff member and an award honoring a former Castle Rock Police officer.

More information on [p. 10](#).



JUNE

Explorers' Capital Challenge

CRPD Explorer Post 401 sent five members to compete in the Capital Challenge in Topeka, KS. Their hard work and dedication to the community and to the Post is evident in their drive and success in these competitions bringing home three trophies.

Congratulations!



OCTOBER

Drug Take Back

The department continues its participation in the DEA's annual Drug Take Back Day. CRPD collected 374 pounds of drugs during this one event in October. This service is provided to our citizens at no cost and is done so anonymously. A drug collection box is also available in the lobby during office hours, excluding holidays.



NOVEMBER

Officer Fellows & Shogun

The department welcomed a second K9 Unit in November. Police Service Dog (PSD) Shogun joined his handler, Officer Fellows. After several months of extensive training, Officer Fellows and Shogun began patrol and narcotic deployments alongside Officer Thompson and PSD Ronin.



DECEMBER

Heroes & Helpers

The department's annual Heroes & Helpers program was another successful event receiving many donations from local businesses. The shopping event was held at Castle Rock's Target store and provided gifts for 128 children from 48 families.



AWARDS & RECOGNITION

Citizen Commendation

Awarded to a citizen or non-commissioned personnel who provides 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.

R. Tremaine, former CRPD officer

On December 28, 2018, former CRPD Officer Tremaine provided the department with a remarkable hand-drawn portrait of Zack Parrish, a former Castle Rock police officer who was shot and killed in the line of duty. It is a stunning demonstration of her talent and a heartfelt memorial to our officer. The portrait is proudly displayed in our department's lobby as a unique memorial to Zack's service and sacrifice. Most importantly, it demonstrates the bonds of friendship between our officers, both former and fallen.

Letter of Commendation

Awarded to a member of the department who, by exemplary conduct and demeanor, performs assigned functions in an unusually effective manner.

A. Kirtley, Dispatcher

On January 22, 2019, Castle Rock Police Dispatcher Kirtley received a call from a reporting party requesting a welfare check on her friend who was currently high on pain medication, intoxicated, in possession of a gun and making threats against officers. Taking a tactical approach, the officer and Kirtley remained in constant communication. During the 22 minutes, Kirtley remained calm, patient and was able to build rapport with the subject. Kirtley's actions helped save the subject from further harming herself as well as providing services for her addictions.



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 R. Grafner, Corporal V. Myers, Officers J. Dinges, G. Grega, S. Regehr

On July 25, 2018, Sergeant Grafner, Corporal Myers, and Officers Dinges, Grega and Regehr responded to a domestic violence call where the suspect had kicked his wife in the chest during an argument. The suspect was intoxicated in a bedroom and acknowledged he had a gun in the room. The victim fled the residence and called the police. The suspect refused to come out when contacted by officers via telephone. An action plan was formulated and officers donned extra protective equipment. The children residing in the



home were evacuated safely and the officers were positioned to prevent the suspect's escape. The suspect was located and taken completely unaware as Officers Dinges, Regehr, and Sgt. Grafner placed him into custody; he was later jailed on domestic violence charges. The actions taken by officers that night set the standard for safety professionalism and care for the Castle Rock residents to which all members should aspire.

Police Achievement Awards (4)

Awarded to members who, through diligence, personal initiative or considerable effort completes a complex task, which leads to the enhancement of the mission of the department, or takes on special projects and completes such with exceptional results; employees who work in unique situations wherein their contribution not only makes the operation more efficient but enhances employee morale, or employees whose work performance is consistently at a level far exceeding that of their peers.

Officers J. Coyle and A. Schlecht

As members of the department's Bike Unit, Officers Coyle and Schlecht work closely with the community in unique situations. During this time, they have demonstrated exceptional work performance with significant results.

Ofc. Coyle's remarkable skill on the bicycle has earned him status as a National International Police Mountain Bike

Association (IPMBA) Champion and is a certified IPMBA instructor for law enforcement and emergency medical operations. Coyle is credited with creating and developing the "Dirt Jumps and Donuts" program, which allows

officers and kids to interact in a fun and challenging environment while learning bicycle safety and handling skills.

Ofc. Schlecht is currently being trained as an IPMBA instructor. He created and developed the acclaimed "Splash Mob" concept. This event, held multiple times during the summer months, pits kids against cops in a very fun and friendly water fight. This event is one of the most "liked" posts on CRPD social media.

Recently, Ofcs. Coyle and Schlecht developed an adaptive cycling program, which targets adults with special needs. The program empowers participants by teaching them safe bike riding skills, thereby providing them more mobility and expanding their lives physically and geographically within our community.

Because of their diligence, personal initiative, and considerable effort, Ofcs. Coyle and Schlecht developed the Bike Unit into a highly recognized and often modeled unit. They have been featured on several local news stations and the Giant Bicycles' and IPMBA's websites. Several law enforcement agencies have contacted them about developing and expanding their own bike units.



Officer J. Smith

From the initial Touch A Truck (TAT) event in 2016, Officer Smith has worked tirelessly to ensure the next event is better than the previous. Within days of completion, he was already working on the next year's event.



Whether securing the best available venue, procuring vehicles for display, coordinating, organizing the event "floor plan," or soliciting ideas on ways to improve the event, Ofc. Smith uses a large portion of his unobligated-traffic-unit time for TAT. The public's excitement only fuels his passion for this event. Knowing that he is helping CRPD provide a venue to increase the already-good relationship between the community and department drives him to create the best event possible.

Officers J. Dinges, P. McNairy

The Community Action Team (CAT) Unit was formed in November 2018 as a specialized all-crimes unit whose mission was the detection, deterrence, and interdiction of crime as well as the enhancement of safety, security, and the quality of life within the community. It was to operate in a variety of modes to include marked vehicles and uniformed patrol officers as well as unmarked vehicles and plainclothes for undercover operations. This Unit was a proposal generated by line-level officers who identified the need for such a capability.



Ofcs. McNairy and Dinges were assigned to the team with the understanding that following a two-month period, the feasibility and effectiveness of the concept would be evaluated and a determination, based off their performance, would be made as to whether the program would be adopted into the operations model of the department. Through diligence, personal initiative and considerable effort these two officers clearly demonstrated the value of the Unit. In less than two months, they 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.

Corporal V. Myers

For 16 years, Corporal Myers educated, trained and molded the youth of Castle Rock exuding his dedication, service and commitment to the Town and the youth living here. He created classroom and hands-on training for youth ages 14-21 for the

Explorer Post, leading up to 30 explorers at a time. Several explorers under his leadership have gone on to successful careers in law enforcement. As the lead advisor for the Post, Myers volunteered thousands of hours by running the Toys for Tots holiday program, supporting the Santa's Second Chance effort, working Town events and participating in the annual Starlighting festival. For several years, he created and hosted the Tower of Terror (their number one fundraising source) not only as the lead explorer advisor but as a Blue Knight. The Top Gun Motorcycle Training and Skills Competition was a favorite of Myers.

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.

Corporal B. Fruh, Officer G. Stark

On July 25, 2018, Corporal Fruh and Officer Stark were dispatched on a vehicle trespass and theft call. During a search of the surrounding area, Cpl. Fruh and Ofc. Stark located several associated items. Stark observed two individuals resembling the witness' description fleeing through a field, abandoning their bicycles and property.

Cpl. Fruh directed a perimeter with several officers, and the males were eventually located and detained. Additional stolen property was recovered and later tied to numerous other burglaries.



Through effective interrogation, Stark obtained a confession from one of the suspects, and Fruh located methamphetamine as well as several bank and identification cards on one of the suspects. While investigating this case, another call for service was aired over the radio; they both recognized the address as belonging to one of the previously arrested suspects. Believing there may have been additional suspects at large, they responded to the address. Upon arrival, they recognized numerous additional items of stolen property directly tied to their case.

This exceptional investigative work ultimately resulted in a total of three adult males being arrested and brought this organized criminal group to an end. The suspects were jailed and charged with several felonies including burglary, criminal trespasses, thefts, drug possession, and conspiracy to commit the crimes.

Continued on p. 12

AWARDS & RECOGNITION

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.

Sergeant R. Grafner Officer S. Regehr

On September 10, 2018, Sergeant Grafner and Officer Regehr responded to a welfare check (a resident had not shown up for her medical appointment). When contacted, she was slurring her words. Regehr knocked repeatedly and called numerous times to her cell phone. At Sgt. Grafner's request, the resident's cell phone was pinged due to the apparent medical exigency, which showed her at the residence. Officers heard faint sounds coming from the apartment. Grafner directed Regehr to force entry to the residence where they located the female in the bedroom barely conscious and clearly having a diabetic reaction. Medical was called and South Metro fire responded. SMFD stated, if not for the officers' actions, the resident would have gone into a diabetic coma as her insulin pump was not working.



Officers A. Elliott and S. Regehr

On September 23, 2018, Officers Regehr and Elliott responded to a welfare check. While en route, the officers learned the resident was diabetic, had a history of strokes, did not drive, and was last known to be living alone.

On arrival, Ofcs. Regehr and Elliott made numerous attempts to make contact. They checked the perimeter of the house and called Sgt. Grafner to the scene with a collapsible ladder to further their efforts to check the residence.

Given all the facts, they felt there was exigency to force entry. The resident was located in a bedroom, pale, unresponsive, drifting in and out of consciousness and struggling to breath. CRFD was called to the scene and the resident was determined to have an extremely low blood sugar level. CRFD personnel commented that if they had not located the resident in a timely fashion, she would not have survived much longer. Officers Elliott and Regehr acted with conspicuous regard to the safety and welfare of the public, going the extra mile to check on the resident, and ultimately taking physical action that saved her life.

Officer R. Schuster

On November 14, 2018, Officer Schuster was dispatched to Circle K at Founders Pkwy on a reported welfare check. Dispatch advised an unknown male was currently passed out. The reporting party stated the barely breathing male was unable to wake up, and his face was discolored (approximately 10 minutes). Ofc. Schuster recognized the male may be in need of dire medical attention and responded emergent. He was first to arrive and located the unconscious male with shallow breathing and sweating profusely. He applied a sternum rub to gauge his response level and received no reaction. He then quickly determined the male likely overdosed

from an unknown narcotic, and his life was in imminent jeopardy. Officer Schuster retrieved his department issued Narcan and administered a single dose. After reassessing the situation, he observed the Narcan had little to no effect. A second dose was administered, and Castle Rock Fire Department personnel arrived shortly thereafter. The male regained consciousness. Due to Schuster's training, experience, and overall preparedness, he was able to make a quick assessment of the male's condition, with no unnecessary delay in retrieving or administering Narcan. CRFD said the subject was without question overdosing. CRFD stated they were impressed with Schuster's ability to recognize his dire medical condition and believed the Narcan administered saved the subject's life and saved him from serious neurological damage.

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.

Officers T. Thompson and M. Whyte

On December 21, 2018, Officers Thompson and Whyte responded to a call where a drunk subject was actively knocking on doors and talking to himself. The subject was seen with a knife holster on his leg. Upon arrival, they made the tactical and sound decision to approach the male, who was alleged to be on the third floor, by taking opposite routes upstairs. This proved to give them a tactical advantage during their contact. While walking up the stairs, Thompson observed the male subject with a knife in his hand, which he refused to drop. Whyte then drew his weapon and held the subject at gunpoint. Realizing they were facing a potential crossfire situation, Whyte elected to draw his Taser and use less lethal force, while Thompson maintained coverage. Ofc. Whyte caught the attention of the drunk subject, who now dropped the knife but still had another knife on his waistband. The male directed all his attention to Ofc. Whyte, who began using his verbal skills to deescalate the situation.

The male became increasingly aggressive and began preparing to engage in a physical fight with the officers. Whyte kept the subject occupied while Ofc. Thompson slowly and quietly got behind the subject and gained control. The male resisted while the officers successfully placed him in custody. These officers encountered a situation which could have required deadly force. The restraint and tactics displayed by these officers showed their skills and ability during a high stress and dangerous call.



Department Transitions / Promotions

Recognizing staff members on the move within CRPD

Communications Supervisor L. Omar

Linda was selected as one of two new Communications Supervisors. She began her career at CRPD as a dispatcher in 1999. Linda moved to the Records Unit in 2002 and was promoted to the Records Supervisor in 2003. Linda's leadership, hard work, and dedication will build on the success of an incredibly talented team of dispatchers.



Records Supervisor L. Miller

Lyndsay began her CRPD career in August of 2016 as a Records Specialist. Lyndsay was later promoted to the Records Supervisor position in June 2019. Lyndsay's continued guidance and direction of this team is building on the previous success of the Records Unit.



ONE-BY-ONE POLICING AWARD

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



One-by-one policing is Castle Rock Police Department's vision and is a unique way of leading and serving people, which is central to our mission of providing a safe and secure community. This is our purpose, our cause, our belief, and it 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 not specifically related to crime, yet they are areas of concern related to their quality of life.

One-By-One Policing Award

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.

Officer S. Morrissey

Chief Cauley awarded Officer Morrissey with the annual One-By-One Policing Award due to his numerous contributions to our Town. As a member of the Community Partnership Unit, Officer Morrissey is directly intertwined in the quality of life issues that directly affect our residents. His position gives him a unique lens to view the community and identify those in need of help. This is where Morrissey confidently accepts the challenge. In the past year, Morrissey raised over \$75,000 dollars to benefit the citizens of Castle Rock. He supports the Heroes and Helpers program, St. Baldrick's, and several other programs that provide crucial resources to those in need.

Officer Morrissey makes a significant impact on numerous families, children, and cancer research. He has taken a personal stake in quality of life issues throughout the community (e.g. addressing graffiti, helping neighbors solve problems). The community support he generates has the ability to build trust within the community and take care of issues, which many people point to as major nuisances. By quickly addressing these issues, Morrissey creates community support for our organization and sets a foundation for other officers to have an impact in their daily duties.



One-By-One Policing Award

HEADLINES & HIGHLIGHTS

Castle Rock named one of the Safest Colorado Communities

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

Without the amazing community partnership and commitment to safety, this recognition would not be possible.

- BackgroundChecks.org named Castle Rock the 11th safest city.
- Home Security Advisor ranked Castle Rock 2nd in the state.
- Safewise ranked the Town as 13th in the state.



National Law Enforcement Officers Memorial Fund (NLEOMF) - Officer of the Month

Castle Rock Police Sergeant M. Galvan and several other deputies and officers from various agencies were chosen as NLEOMF officers of the month due to their involvement in an officer-involved shooting, which occurred on September 2, 2016. As part of the selection, the group would have traveled to Washington, D.C. to receive their awards; however, the group was unable to attend. NLEOMF sent their awards for presentation on October 1, 2019.

[More information](#) on this distinguished award.



Chief Cauley and Sergeant Galvan

2019-2023 Police Department Strategic Plan

The Castle Rock Town Council moved to approve the department's 2019-2023 Five-Year Strategic Plan (Resolution 2019-052) on May 7, 2019.

Since 1999, CRPD has been accredited through the Colorado Association of Chiefs of Police (CACAP) and, most recently, recertified in 2017. The strategic planning process allows our department to establish a vision for the future and develop planned, well-defined priorities and strategies to accomplish our goals. The strategic plan also serves as a five-year road map that steers the department and promotes effective resource allocation and budget planning.

The plan is a living document that is reviewed annually and updated to reflect current community expectations, concerns and organizational priorities and goals.



Chief Cauley presenting the Strategic Plan

One shot at King Soopers in Castle Rock

“One person was shot Tuesday night at a King Soopers store in Castle Rock,” police say.

The victim, described by police as a 25-year-old Hispanic man, was taken to a local hospital. Further details on injuries were not available. “No known threat to the community exists,” police said on Twitter.

A police spokesman on scene told Denver7 that an altercation occurred at the King Soopers gas station before the man was shot in the access road behind the gas station.

Nicholson, K. (2019, August). One shot Tuesday night at King Soopers in Castle Rock, police look for 3 suspects. *Denver Post Online*. <https://www.denverpost.com/2019/08/06/castle-rock-king-soopers-shooting/>

Update: 2 arrested in shooting at King Soopers in Castle Rock

Two men have been arrested in the shooting at a King Soopers grocery store in Castle Rock earlier this month, police said. H. Vazquez-Topete, 26, of Aurora, and B. Bautista, 25, of Denver, face several charges, including first-degree attempted murder, according to Castle Rock police.

Osborne, R. (2019, August). 2 arrested in shooting at King Soopers in Castle Rock. *TheDenverChannel.com*. <https://www.thedenverchannel.com/news/local-news/2-arrested-in-shooting-at-king-soopers-in-castle-rock>

Man sentenced to prison for counterfeit cash passed at Colorado stores

“A Las Vegas man was sentenced in Denver to more than three years in federal prison for possessing and passing nearly \$14,000 of counterfeit money. On September 21, the Secret Service was contacted by Castle Rock Police about two people they had arrested who were suspected of passing counterfeit money at a Kohl’s store.” (Nicholson, 2019)

Inside a vehicle owned by one of the suspects, investigators found counterfeit money, printers, USB thumb drives containing images of U.S. money, a computer, a cellphone and receipts from local retail stores. The suspect was indicted by a federal grand jury and he pleaded guilty on all charges. A co-defendant was charged in state court.

Nicholson, K. (2019, June). Man sentenced to prison for counterfeit cash passed at Colorado stores. *Denver Post Online*. <https://www.denverpost.com/2019/06/26/castle-rock-counterfeit-money-sentencing/>

Mobile Shredders Green Award

The department received the Green Award from Mobile Shredders in March 2019. Castle Rock Police Department was recognized for its outstanding contribution to recycling its paper documents, thereby, promoting a sustainable environment.



Accepted by Cmdr. Gorman, A. Dickens, E. Stahl, and L. Miller

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 captures or defines 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.

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.

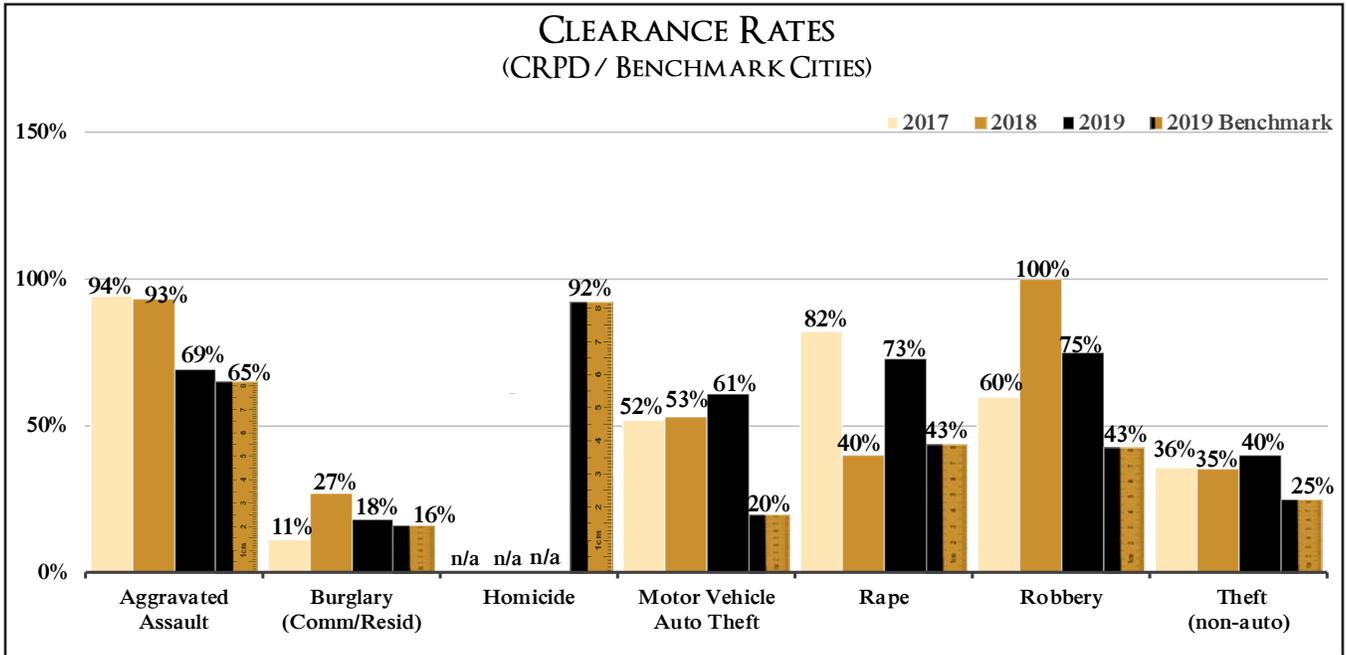
*Castle Rock Fire & Rescue reports all arson statistics

2019 Benchmark Cities Comparison

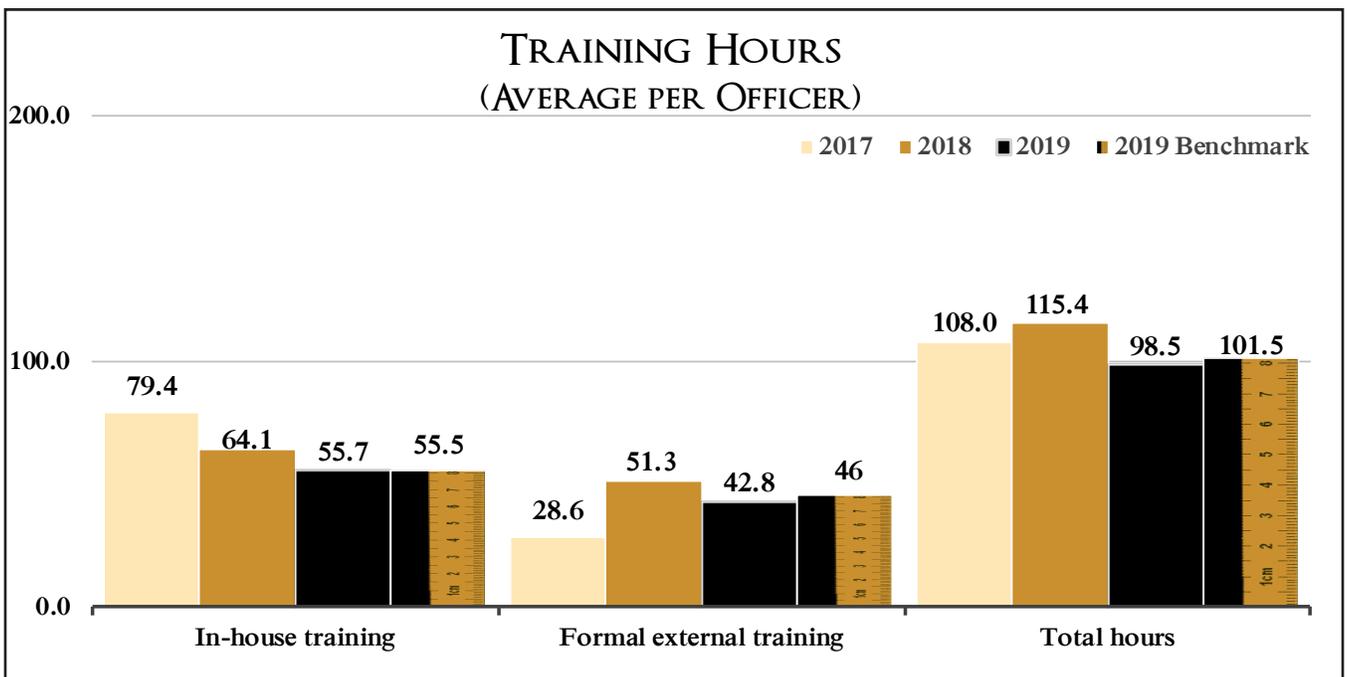
BENCHMARK COMPARISON	CRPD STATISTICS	BENCHMARK TARGET	MET GOAL
PART ONE CRIMES (per 1,000 population)			
Violent Crimes	0.4	≤ 3.1	✓
Property Crimes	12.1	≤ 23.5	✓
CLEARANCE RATES (Percentage of cases cleared)			
Violent Clearance Rates	68.2 %	≥ 55.1%	✓
Property Clearance Rates	36.9 %	≥ 20.9%	✓
TRAFFIC CRASHES (per 1,000 population)			
Crashes (Injury)	0.5	≤ 4.9	✓
Crashes (Non-Injury)**	11.5	≤ 14.6	✓
Crashes (Fatalities)	0.0	≤ 0.047	✓
Alcohol-Related Fatalities	0.0	≤ 0.013	✓
RESPONSE TIMES (Priority 1 Calls: Emergency calls for service)			
Response Times (min:sec)	5:04	≤ 5:40	✓

The 2019 annual report listed above is based on UCR statistics. The department annually 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.



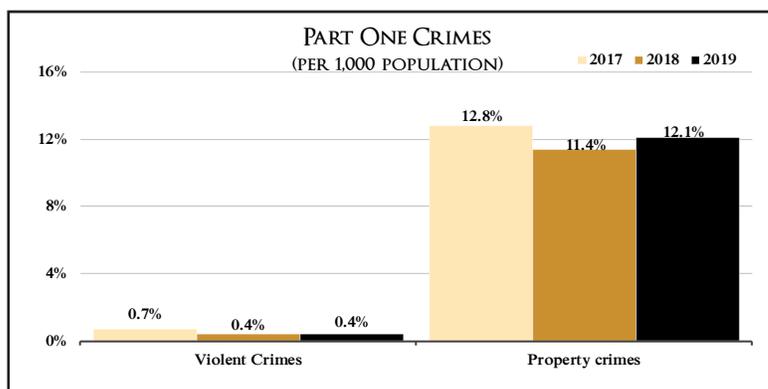
PERFORMANCE MEASURES

Strategic Performance Measures

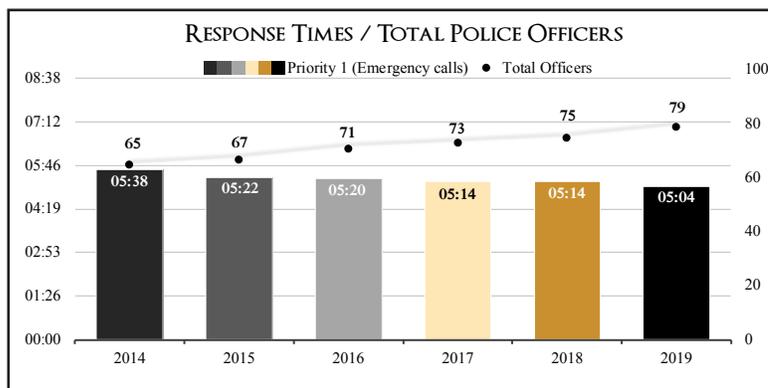
The Police Department's [Five-Year Strategic Plan](#) outlines our six strategic priorities and provides guidelines on priorities, goals and measurements, which are required to carry out our mission effectively and efficiently. The following performance measurements are reported each year in our annual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

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

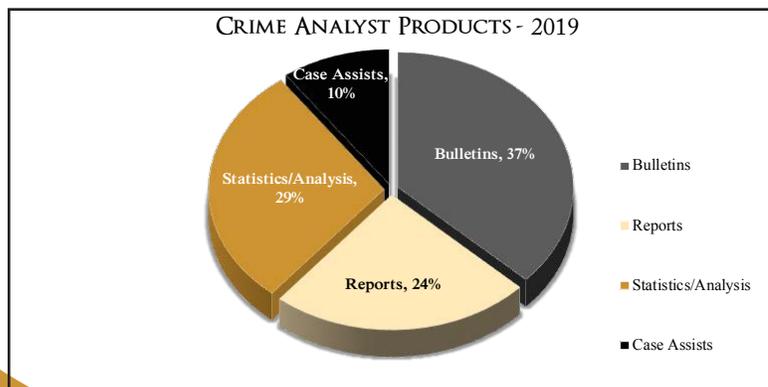
Strategic Priority 1: Crime



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 [p. 16](#).



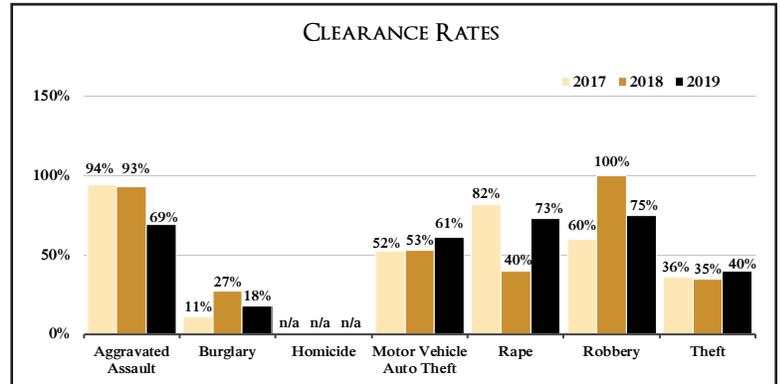
Response Times - Prompt and effective delivery of police services continues to be important in our community. The Town's geographical districts are aligned based on real-time data and the officers' workload is balanced with proactive patrol deployments. This data-driven approach to deployments ensures 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 bulletins, statistical analysis, maps, series information, forecasts and predictions. The analyst also assists CRPD officers and detectives in case investigations and publishes weekly and monthly reports to highlight trends and help direct police resources.

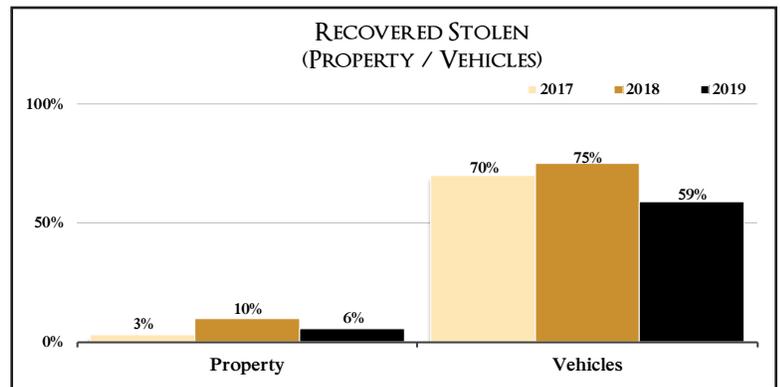
Strategic Priority 1: Crime (continued)

Clearance Rates - Clearance rates reflect the percentage 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.

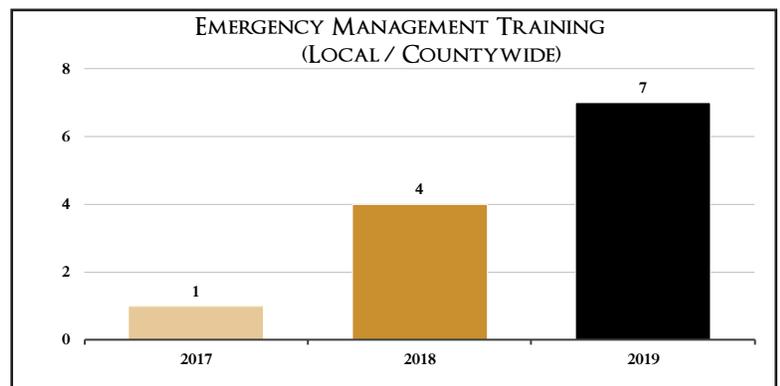


Recovered Stolen - One of the functions of a police department is to recover and return stolen property to its owner.

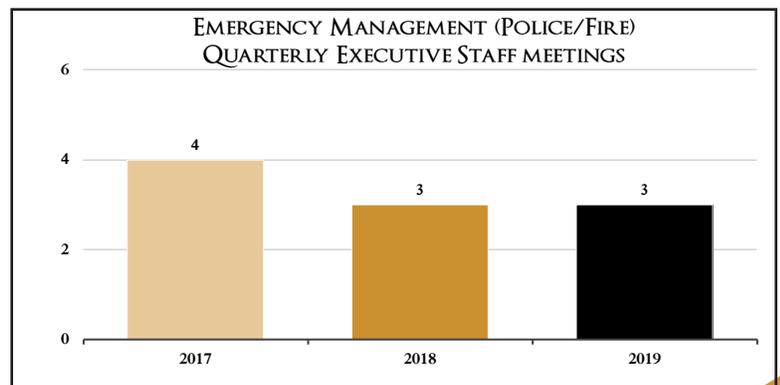
In 2019, recovered stolen property reflected a decrease of 40 percent from the previous year; the recovered stolen vehicles decreased by 21.3 percent.



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 2019, the department participated in seven multi-jurisdictional trainings.

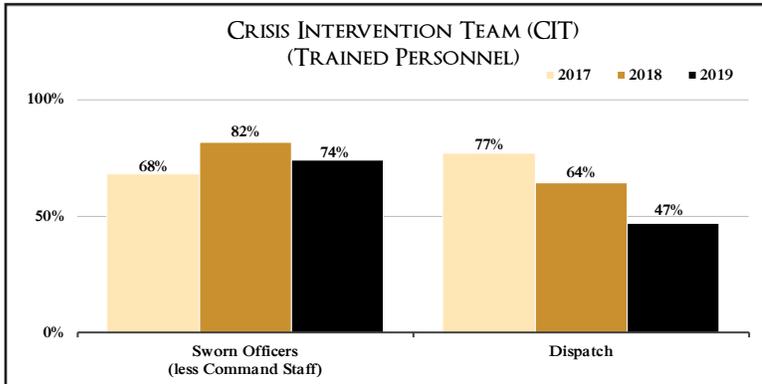


Emergency Management Meetings
Another measurement of maintaining the capability of effective emergency management is the quarterly meetings with the Castle Rock Fire and Rescue Department’s Executive Staff. The Police and Fire departments work in conjunction to maintain effective emergency management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



PERFORMANCE MEASURES - CONTINUED

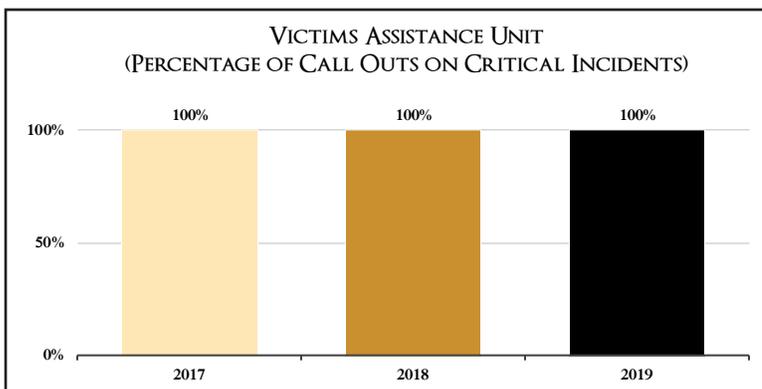
Strategic Priority 1: Crime (continued)



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.

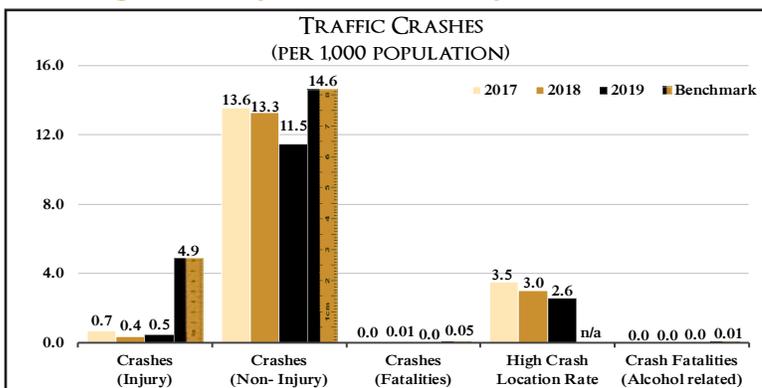
Excluding command staff, our CIT certified staff included:

- Police officers (57) or 74 percent
- Dispatchers (9) or 47 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 [p. 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, the Town's 4.1 percent increase in population between 2018 and 2019 (pop. 69,338 to 72,168), the Town's total crashes decreased in most areas, with the exception of injury crashes. Injury crashes increased 25 percent (per thousand); non-injury crashes decreased 13.5 percent; and high-crash location rates decreased 13.3 percent (per thousand).

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.

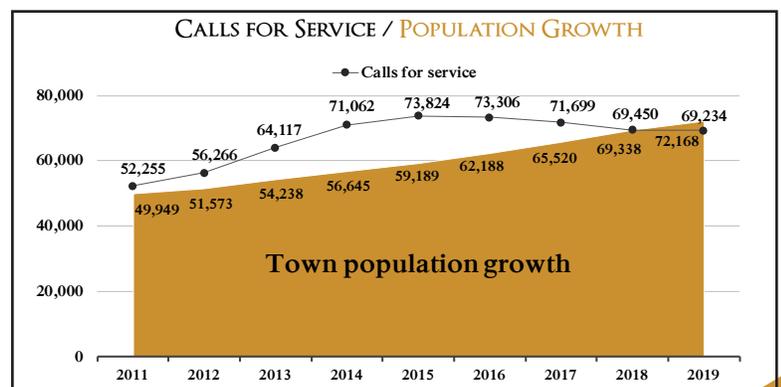
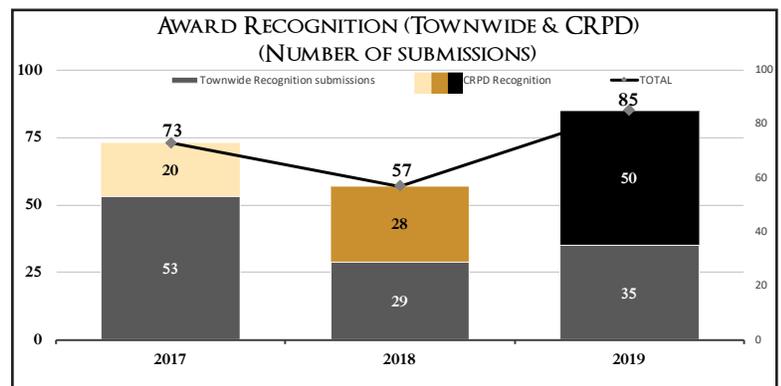
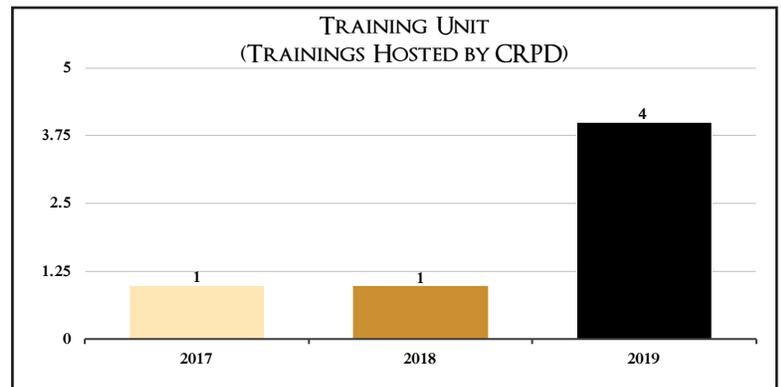
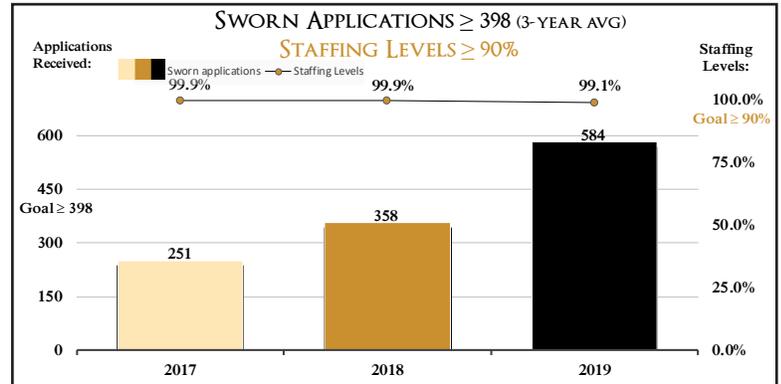
Continuous investment in our human capital pays huge dividends. Maintaining a well-trained and well-equipped workforce ensures the highest levels of professionalism and service are being extended to the citizens of this community.

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 (≥ 398). 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 2018-2019, our community experienced a 4.1 percent population increase. During this same time, the department's Calls for Service (CFS) decreased by 0.3 percent. The department continues to monitor our Town's growth trends and responds appropriately with staffing and resources.

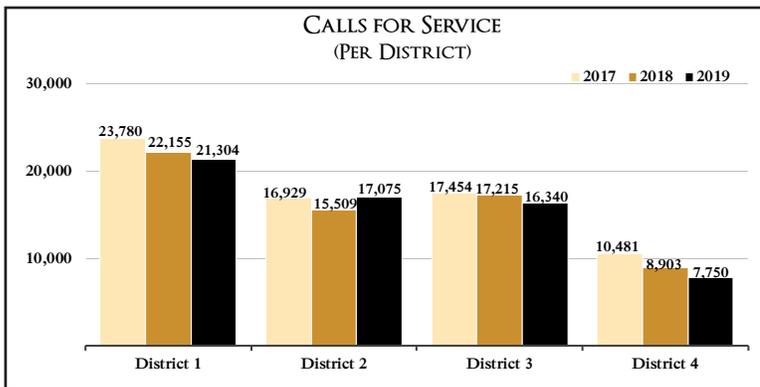


PERFORMANCE MEASURES - CONTINUED

Strategic Priority 4: Prepare for Future Growth (continued)

Priority Type	2017	2018	2019
Priority 1	1,054	1,006	994
Priority 2	10,235	10,256	10,898

Priority 1 Calls for Service - Incidents requiring emergency response where an immediate threat or risk to life exists are classified as Priority 1 calls. Priority 2 calls are urgent calls in which officers respond directly and without delay but do not respond with emergency lights and sirens. One of the most common sources of Priority 1 and 2 calls are citizens calling 911. The department has seen a slight decrease in Priority 1 calls throughout the last three years (5.7 percent decrease) while the Priority 2 calls have increased 6.5 percent.



Calls for Service (CFS) - Patrol officers responded to approximately 1,201 calls for service per week. In 2019, each patrol team was staffed with eight officers. These officers are assigned to four districts within Castle Rock as shown on the District map below.

CRPD utilizes Decision Support Software (DSS). This analytical tool improves efficiency and accuracy of statistics. 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 state**. Since 2013, the Town of Castle Rock and Police Department experienced the following growth-related changes:

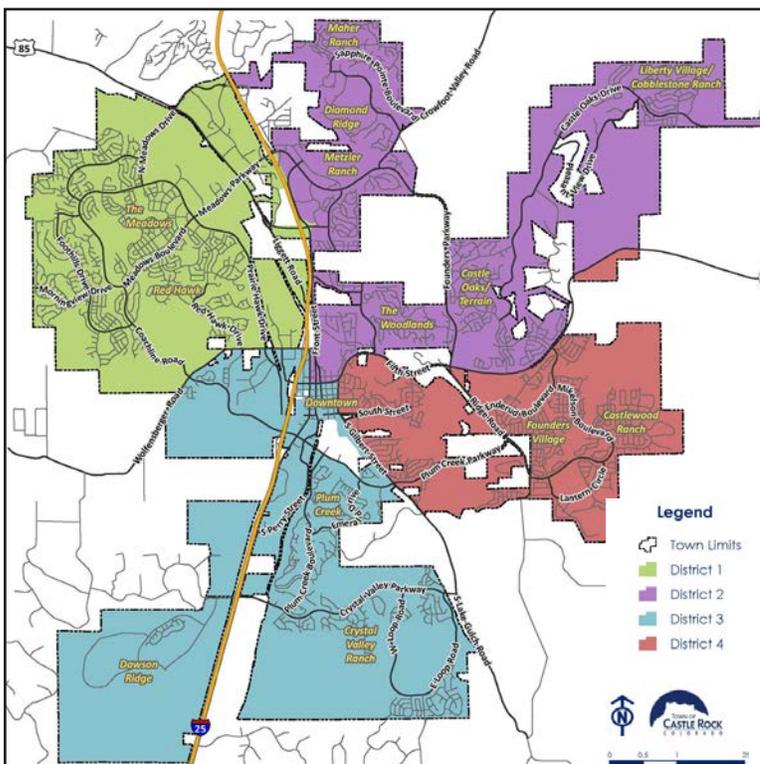
2018-2019

- Population (4.1 percent increase)
- Sworn officers (5.3 percent increase)
- Response times (3.2 percent decrease)
- Calls for service (0.3 percent decrease)

2017-2019

- Population (10.1 percent increase)
- Sworn officers (8.2 percent increase)
- Response times (3.2 percent decrease)
- Calls for service (3.4 percent decrease)

CRPD District Map

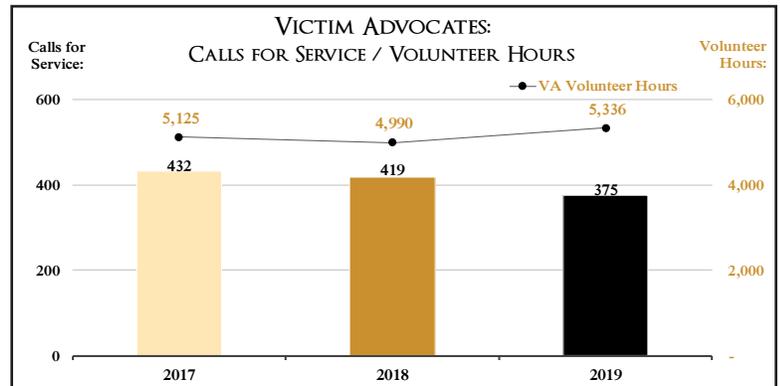


Copyright 2016, Town of Castle Rock (GIS Department)

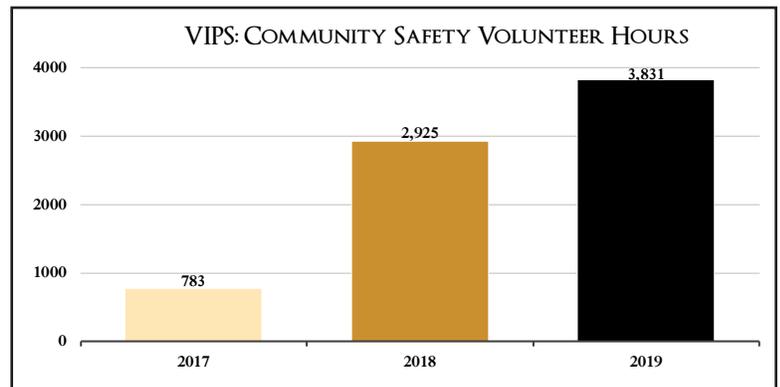


Strategic Priority 5: Community Policing and Partnerships

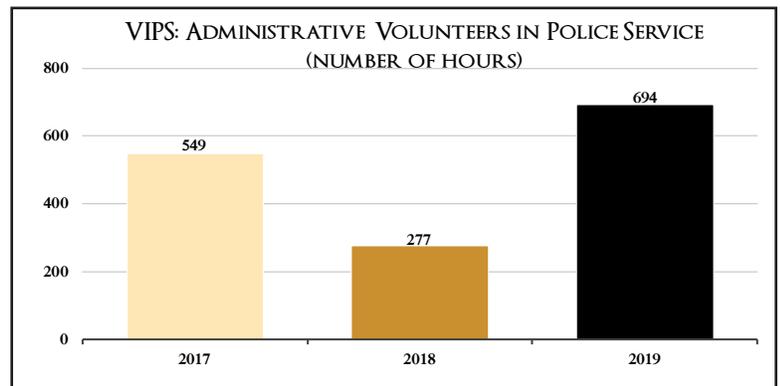
Victim Advocate Volunteers - In order to provide 24 hours/7 days a week services to our victims of crime, we utilize a volunteer staff of victim advocates. This unit provides night and weekend coverage to victims and their families involved in tragic events. Several volunteers also provide office assistance throughout the week. In 2019, the advocate volunteers committed 5,336 hours.



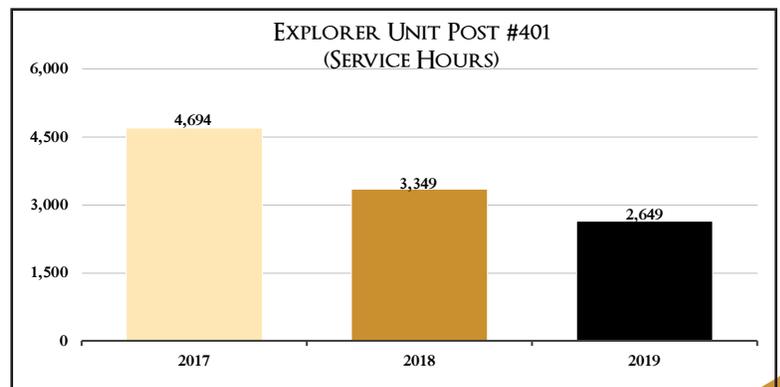
Volunteers in Police Service (VIPS) - Community Safety Volunteers (CSV) devoted 3,831 hours (31 percent increase from 2018). This unit supports patrol and traffic officers, municipal court, and during many Town events. Administrative volunteers assisted with 694 hours of clerical duties (150.5 percent increase from 2018). These volunteers assisted within the investigations unit. The department is extremely appreciative of all our volunteers and their continued service and support.



Community Policing - The Community Policing philosophy is to assist the public in establishing and maintaining a safe and 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, citizens, local government and businesses to address the problems affecting the community.

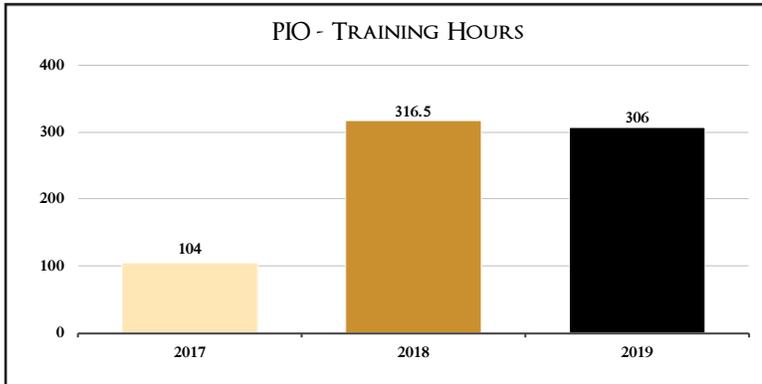


The department relies on officers to embrace and apply this philosophy in their daily work. Our department engages the community in a variety of ways including: Town meetings, HOA meetings, surveys, interest group meetings and programs such as our Explorer Unit, Citizens Police Academy, National Night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



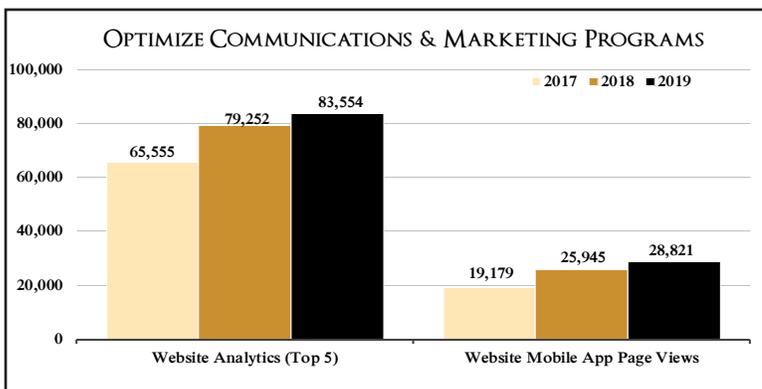
PERFORMANCE MEASURES - CONTINUED

Strategic Priority 5: Community Policing and Partnerships (continued)



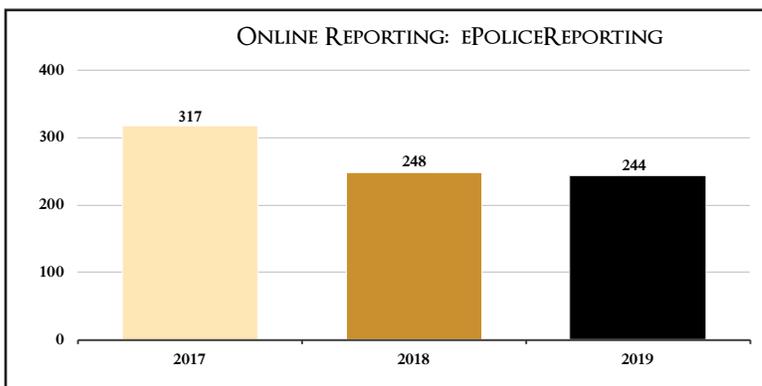
Public Information Office (PIO) - The duties of the PIO expanded in 2019 to include representing the Castle Rock Fire Rescue Department and serving as media on-call during the weekends. In 2019, the PIO office was staffed with one full-time PIO and five part-time PIOs. The 306 training hours for this unit included:

- FEMA courses
- Basic and Advanced PIO courses
- The Colorado Wildland Fire and Incident Management Academy
- IACP conference
- Government Social Media Conference
- FBI-LEEDA Master PIO course



The analytics chart (top, left) depicts the total top five page views on the Town's police website and mobile app usage. These pages include the Police Landing Page, Becoming a Police Officer, Police Records, ePoliceReporting and the [Community Crime Map](#).

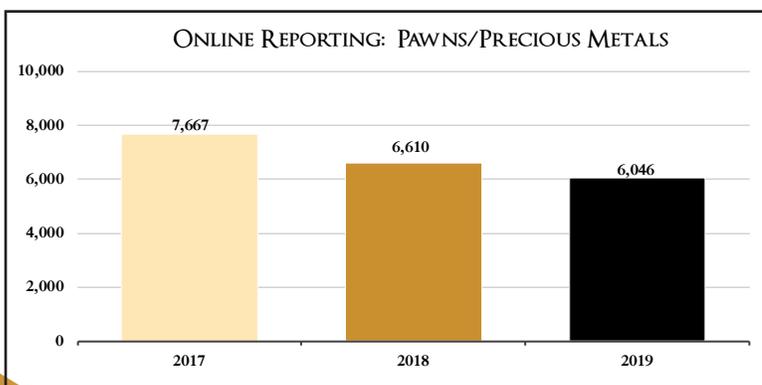
Strategic Priority 6: Technology & Equipment



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 2019 included an update for our body-worn cameras. More info. on [p. 37](#).



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 8.5 percent (2018-2019). Pawn stores also reported their 2019 transactions online in the Pawns/Precious Metals chart and experienced a 8.5 percent decrease from the previous year.

DEPARTMENT STATISTICS

Other Department Statistics

Additional statistics are found within this section. The data incorporates the [National Incident-Based Reporting System \(NIBRS\)](#).

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 offense categories in *Group B* for which only arrest data is reported.



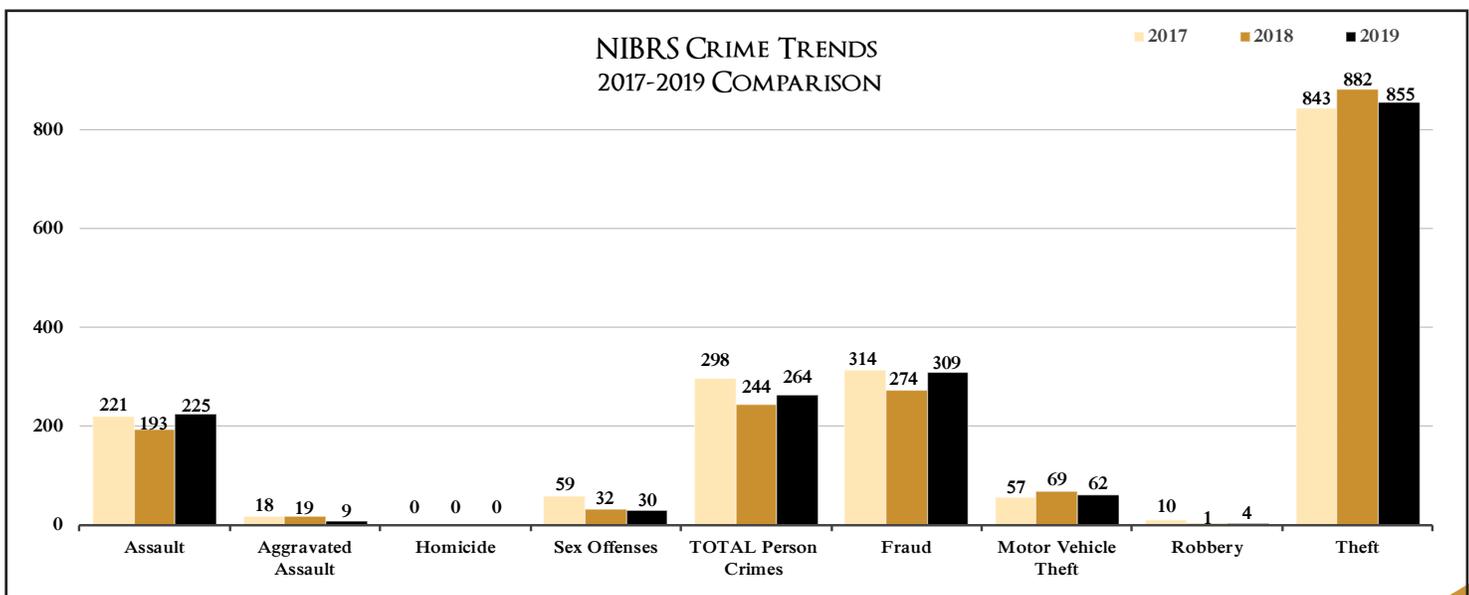
Major Crimes and Trends

Total Crimes increased by 27 incidents (1.7 percent) from 1,563 (2018) to 1,590 (2019).

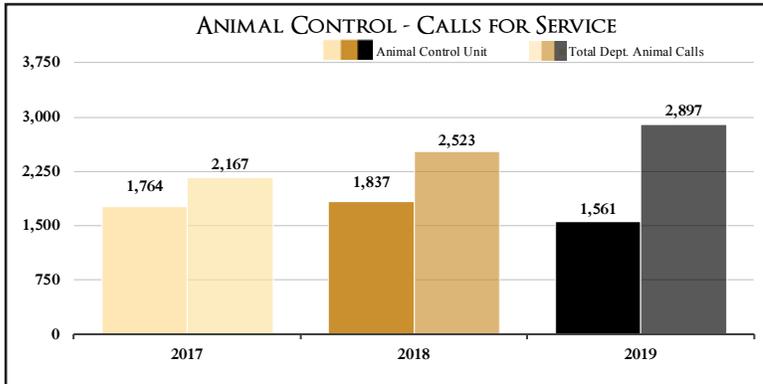
Total Person Crimes increased by 20 incidents (8.2 percent).

Total Property Crimes increased by 7 incidents (0.5 percent).

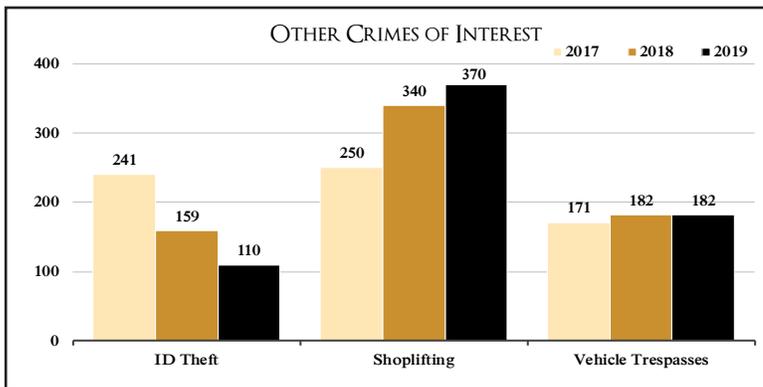
CRPD 3-YR COMPARISON	2017	2018	2019
Assault	221	193	225
Aggravated Assault	18	19	9
Homicide	0	0	0
Sex Offenses	59	32	30
TOTAL Person Crimes	298	244	264
Burglary	114	93	96
Fraud	314	274	309
Motor Vehicle Theft	57	69	62
Robbery	10	1	4
Theft, Embezzlement	843	882	855
TOTAL Property Crimes	1,338	1,319	1,326
TOTAL CRIMES	1,636	1,563	1,590



DEPARTMENT STATISTICS - CONTINUED

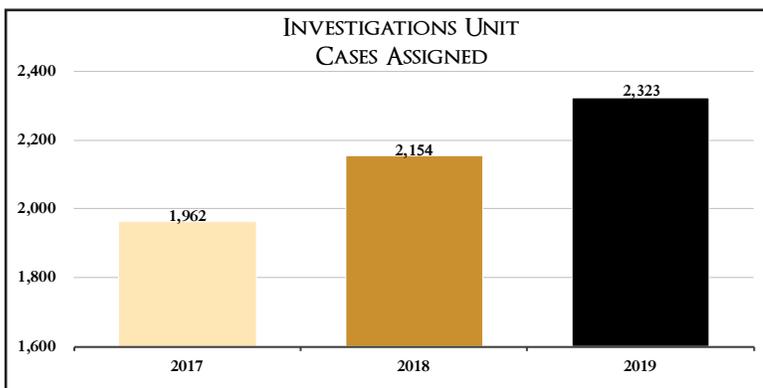


Animal Control Unit (ACU) - Staffed daily, with the exception of holidays, the two animal control officers patrol during the hours of 8 a.m. to 6 p.m. In the event an animal control officer is not available, all animal calls for service (CFS) are directed to the patrol division. In 2019, the ACU managed 53.9 percent of all animal-related CFS for our department (1,561 of the total 2,897). The unit experienced a 15 percent decrease in their 2019 service calls (1,837 to 1,561) due to a staffing shortage. More information is on [p. 34](#).

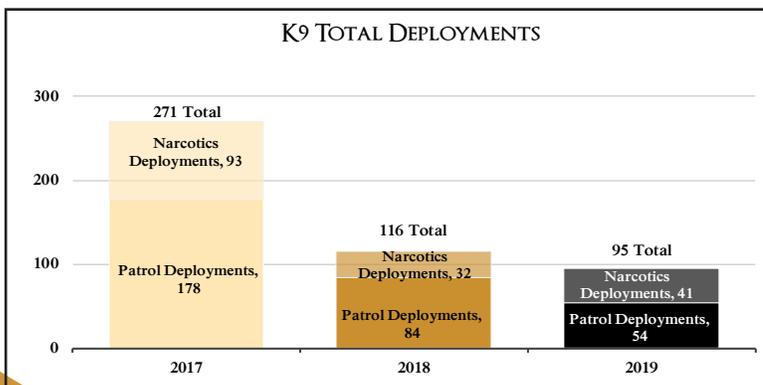


Other Crimes of Interest – The following changes were identified between 2019 and 2020:

- Identity theft: 30.8 percent decrease
- Shoplifting: 8.8 percent increase
- Vehicle trespasses: no change



Investigations: Cases Assigned - Cases not closed by the Patrol Division are assigned to the Investigations Unit. This year, the unit experienced a 7.8 percent increase in cases assigned to the unit (2,154 in 2018 to 2,323 in 2019).



K9 Unit - The K9 Unit's total deployments decreased by 18.1 percent (116 in 2018 to 95 in 2019). The decrease was largely related to a vacancy within our K9 Unit during the majority of 2019. Refer to [p. 33](#) for additional information.

Property & Evidence Unit - This unit houses thousands of pieces of property and evidence for our department. Between 2018 and 2019, a 40.4 percent decrease was identified in the number of intakes for the department with a 19.6 percent decrease in disposed property.

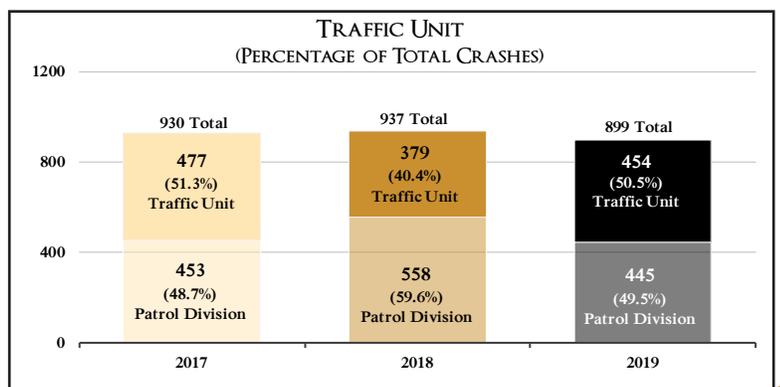
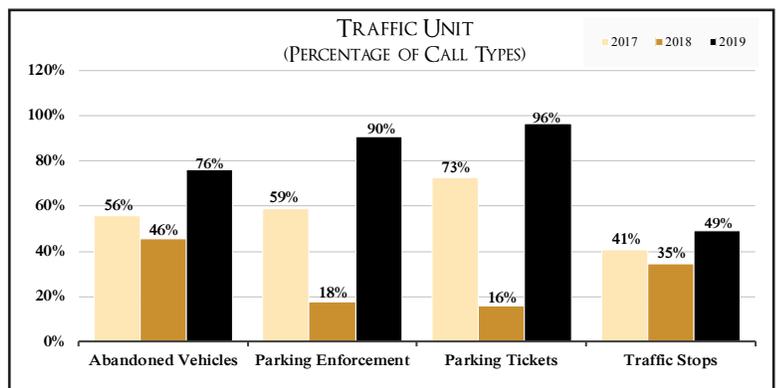
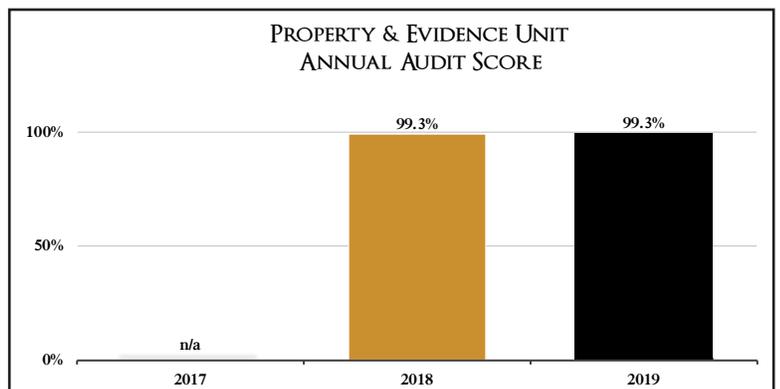
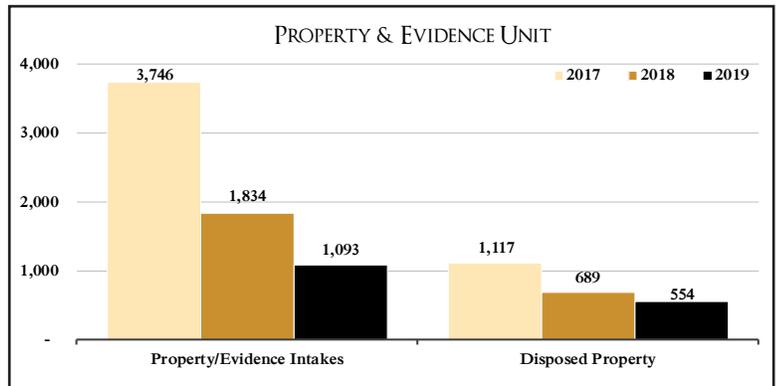
- Intakes include all items booked into the property and evidence unit. Evidence includes items tying the suspect to both the crime and the victim.
- Disposed property refers to the methods used to dispose of property or evidence and includes items returned to owners, sent to auction, or destroyed. Prior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

Due to a staffing vacancy, an audit was not conducted in 2017. However, the audits completed in 2018 and 2019 both received a score of 99.3 percent. Of the 403 items audited in 2019, three errors were discovered and corrected.

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 50.5 percent of all public roadway crashes, which is a 25 percent increase from 2018 (40.4 percent).

Note: Data excludes all private property crashes.





CITIZEN SURVEY

2019 Community Survey results

The Town of Castle Rock commissions a resident and business survey in each odd-numbered year. A total of 588 residents responded to the 2019 survey. Of those surveyed, 282 had some form of contact with police during the past two years. The entire 2019 survey is available on the Town’s website: CRgov.com

[Read the entire 2019 report](#)

Interactions with Police Department

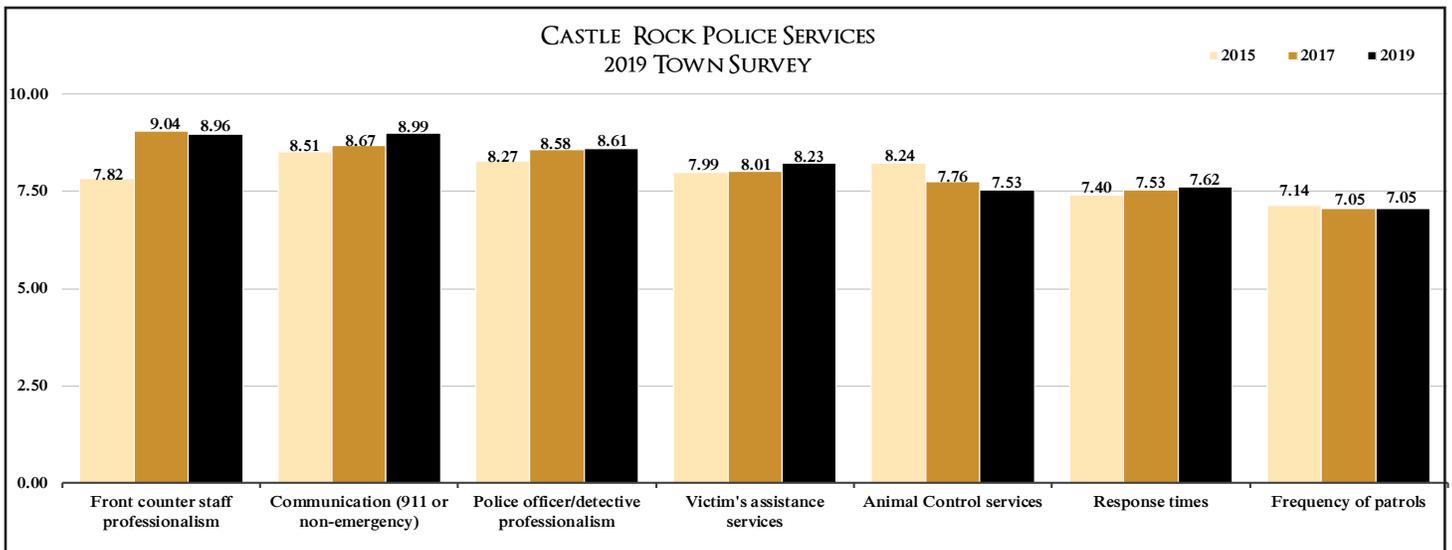
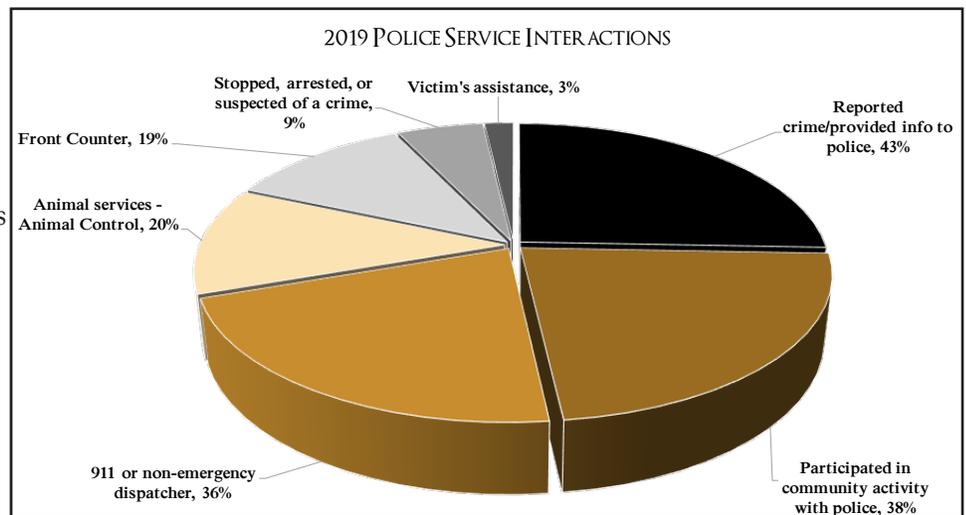
The residents were asked a variety of police and safety-related questions. Reporting a crime or providing information to the police was the most common form of police interaction (43 percent), followed by participating in a community activity (38 percent) and calling dispatchers on a 911 or non-emergency situation (36 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 dispatch communication receiving the highest ratings, improving from a score of 8.51 in 2015 to 8.99 in 2019. Below is the complete breakdown of police performance service ratings.

Town’s Six Key Priorities

The Town identified six key priorities with *ensuring outstanding public safety* receiving the strongest support among the others categorized as: strong parks/recreation, securing our water future, managing Town finances conservatively, supporting economic development and enhancing our transportation.



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:

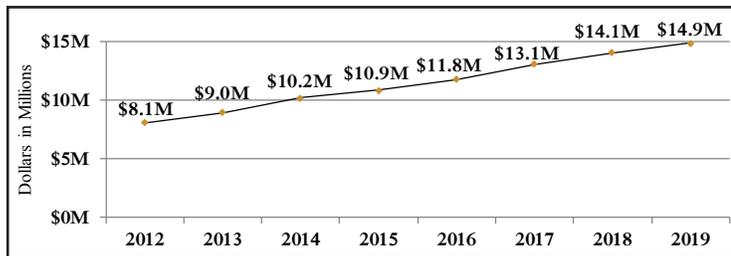
- Overall direction to the agency and personnel
- Ensuring quality police service to our residents/business owners
- Managing department’s budget and purchasing
- Maintaining department’s website content
- Public Safety Commission liaison
- Disseminating department’s **TRAKiT** issues, which are citizen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

FINANCIAL SUMMARY

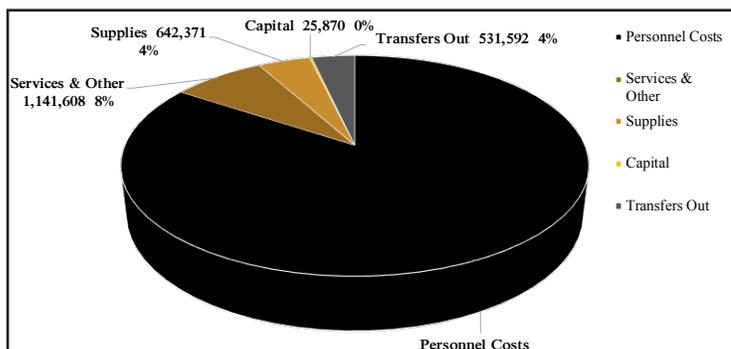
The Police Department operated within budget in 2019. The total amended budget for the year was \$14,986,931. Of this amount, the department spent \$14.87 million (0.8 percent under budget).

Additional financial reports are found on the Town’s website: CRgov.com/Transparency.

Police Department Budget (amended) (2012-2019)



2019 Actual Expenditures / Percent of Amended Budget



IGNITER OF THE YEAR

New York Times bestselling author Simon Sinek presented Chief Jack Cauley with the Igniter of the Year award at the December 17 Town Council meeting. Each year Sinek presents this award to someone who ignites the spirit in other people, creates a spark and turns it into a flame.

“The Igniter of the Year Award is given to the person who takes my work and uses it, without any guidance or help, embraces the work and uses it to transform the culture and the lives of the people around them,” said Sinek in the award presentation to Cauley. “Your officers, your staff and your community are better off, thanks to you.”



Chief Jack Cauley, Igniter of the Year



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 13-volunteers, which include 9-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

The crime analyst works alongside officers, detectives, and command staff to assist in research, trend and pattern identification, statistical analysis, open source investigations and crime prediction. The analyst creates a weekly report to keep officers aware of emerging crime trends and develops these findings into a monthly Pattern, Analysis, and Response (PAR) report. The PAR report is central to the stratified policing model and assists command staff in both identifying problems and forming solutions. The analyst is also integral to inter-agency communications by creating and disseminating bulletins to agencies across the front range, attending informational meetings and networking with other crime analysts.

Detective Unit

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

- Crimes against persons (2)
- Financial crimes/organized retail crimes (1)
- Impact Team/drug offenses (1)
- Property crimes (2)
- Special victims crimes/sexual assault crimes (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 property received. 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.

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). Its 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

Other Areas of Division Responsibility

- **Drug Take Back program** - Our permanent collection container is located in the department's lobby. Expired or unused medications are accepted Monday through Friday during business hours, with the exception of holidays. During 2019, 1,833 pounds of drugs were collected and disposed in observance of state and federal regulations. The total includes off-site drug take back events, which collected 686 pounds.

- **Internship program** - A University of Colorado, Colorado Springs (UCCS) student attended our fall internship program and was assigned to various units within the department. Our internship program provides a comprehensive understanding of law enforcement.
- **Stratified Policing** - In the fall of 2019, the Castle Rock Police Department began deploying Stratified Policing (an organizational model of problem solving, analysis and accountability) as an approach to crime reduction that seeks to overcome the weakness of current policing methods, while at the same time incorporating evidence-based practices. The Stratified Model distinguishes among different types of problems for which crime reduction strategies are implemented and designates responsibility based on the type of problem and resources necessary to address the problem. By separating and distinguishing these types of problems, different analyses, responses, and accountability mechanisms are carried out by different personnel within the agency, which “stratifies” the workload and responsibility for problem-solving and crime reduction. Weekly updates are provided to our command staff and focus on action items and results. The chief, commanders, supervisors and the crime analyst determine the best course of action. Gaining actionable intelligence and insights from the data and then distributing it in focused and stratified manner ensures everyone knows their responsibilities in addressing immediate, short-term, and long-term issues. The mission is to focus on intelligence-led investigative techniques – a strategy that reduces crime through strategic management and an effective enforcement of strategies targeting prolific offenders.

FIRST TEAM

The purpose of the Financial Investigative Regional Strike Team (FIRST) is to establish a collaborative multi-agency investigative unit comprised of the Douglas County Sheriff’s Office, Castle Rock Police Department, Lone Tree Police Department and the United States Secret Service. The FIRST Unit targets criminal offenses and behaviors associated with organized retail theft and organized frauds. The primary mission of FIRST is to seek out and eliminate criminal enterprises whose organized criminal activity undermines the state’s economy, harms innocent citizens and victimizes local businesses.

Matrix

Identity Theft: Patterned identity theft resulting from skimmers, mail theft and vehicle trespass. Patterned fraudulent credit card or cloned credit card use. Indicia of an organized criminal enterprise. Multi-jurisdictional identity theft with a significant financial loss.

Forgery: Patterned check washing and/or forgery.

Counterfeiting: Patterned passing of counterfeited currency. Multi-jurisdictional counterfeiting with a significant financial loss.

Mail Theft: Patterned mailbox burglaries and resulting identity theft. Multi-jurisdictional mail theft resulting in identity theft.

Organized Retail Crime: Patterned thefts or fraud schemes from retail establishments. Thefts committed by multiple individuals with an element of sophistication and/or pattern. A pattern of theft from retail establishments linked to fencing operations, resale over the Internet or through the US mail. Indicia of an organized criminal enterprise involving large monetary losses and/or high profile cases. Any fraud cases that link back to a pattern of property crime.

PATROL DIVISION

Commander Sam Varela manages the Patrol Division, which included 49 sworn positions. This division also managed the Explorer Unit consisting of 19 explorers.

The patrol division responds to both emergency and non-emergency calls for service (CFS). When not responding to calls, 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, CFS 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 onscene 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 these duties, patrol officers have other responsibilities. Solving neighborhood or community problems often requires several meetings with involved parties. Our 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

Bike Unit

- The Bike Unit patrolled our trails, parks, schools, neighborhoods, retail centers and attended various Town events (May through August). Officers Coyle and Schlecht were assigned to the Bike Unit in 2019.



Bike Officers Coyle and Schlecht patrolling the streets

Crisis Intervention Team (CIT)

- The Crisis Intervention Team 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.

Explorer Unit

- 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 19 explorers in 2019.



Explorer Unit, Post #401 - 2019 National Night Out

Field Training Officers (FTO)

- Field Training Officers are a dedicated group of officers responsible for training all new officers.

Honor Guard

- 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.



Castle Rock Police Honor Guard

K9 Unit

- The K9 Unit is comprised of K9 handlers Officer Thompson with his Police Service Dog (PSD) Ronin and Officer Fellows with PSD Shogun. The unit provides deployments in patrol and narcotics, not only for our department but for outside agencies upon request. Following an extensive selection and training program, Officer Fellows and PSD Shogun officially joined our K9 Unit in the fall of 2019.



Officer Thompson/Ronin and Officer Fellows/Shogun

Douglas County Regional Special Weapons and Tactics (SWAT)

- The department participates in the multi-agency, Douglas County SWAT team. This Unit consists of deputies from Douglas County Sheriff's Office and officers from Parker, Lone Tree and Castle Rock police departments. The team includes an operations commander, tactical commander and team leaders.

K9 UNIT WELCOMES SHOGUN

In 2019, our department welcomed our newest members to the K9 Unit – Officer Fellows and his partner Shogun. Officer Fellows began his law enforcement career with our department in 2014. Prior to being selected as the newest member of the K9 Unit, Officer Fellows assisted the department as a certified decoy by assisting in K9 trainings and demonstrations for three years.

Shogun is a Dutch Shepard and is trained in several skills to include detecting illegal substances as well as protecting officers on the street. Together, they make a valuable team.

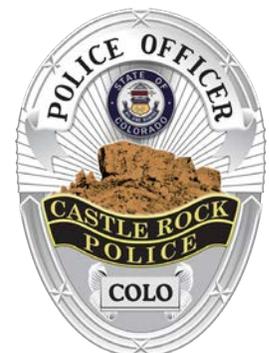


Police Service Dog Shogun during a training session

CAT TEAM

The Community Action Team began operating as a full-time unit in 2019. Their primary 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. They achieve this mission through directed operations, which utilize analytics, intelligence and the cultivation of internal and external partnerships.

The team operates in a variety of modes to include marked vehicles and uniformed patrol officers as well as unmarked vehicles and plainclothes/undercover officer operations.





SPECIAL OPERATIONS DIVISION

Commander Jason Lyons manages the Special Operations Division. This division includes: 2-sergeants, 2-Community Partnership Unit (CPU) officers, 2-school marshal officers, 3-school resource officers, 1-community responder officer, 3-traffic officers and 1-downtown liaison officer. 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)
- Community Response Team (CRT)
- Downtown Liaison Officer (DLO)
- 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.

Information on how to license your pet is found within our police pages on the Town's website: 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.

In 2019, the Town's community events included:

- 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-Response 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 our 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. The CRT program was voted the number one program in the nation of populations over 50,000.

Officers in Schools

The department provides three full-time School Resource Officers (SRO) who dedicate their time during the school year to Castle View High, Mesa Middle and Castle Rock Middle schools. 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 two school marshals work at the various elementary and middle schools throughout Town. These officers provide additional school security and 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. The Traffic Unit investigated 50.5 percent of all roadway crashes. Newly implemented 3D-animated crash diagramming is available for more complex crash scenes allowing officers to open roadways faster with a more detailed overview of a crash scene. The Traffic Unit continues to partner with Colorado Department of Transportation (CDOT) in making local and state roadways safer through programs such as Click-It or Ticket, DUI campaigns and the Traffic Incident Management Program.

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. This unit provided 3,831 service hours in 2019.
- Administrative volunteers work along side staff in many capacities. The administrative volunteers provided 694 hours in 2019.

More information regarding volunteering is available on our website: CRgov.com.

LICENSE PLATE READERS

The Traffic Unit was responsible for researching and comparing License Plate Readers (LPR) for purchase in 2019. Various manufacturers' units were used in the field during the testing period as well as their costs and features. The decision was made to purchase two ELSAG LPR units, which were later mounted onto patrol vehicles.

TOUCH-A-TRUCK

Officer J. Smith, with the help of other Traffic Unit officers, COP officers and civilian employees, set up and managed the department's Touch-A-Truck event. Touch-A-Truck has become the largest attended Town-sponsored event. It is estimated between 7,000 and 8,000 people attended our 2019 event, which allowed children and their families to explore a variety of vehicles (e.g. construction, police, fire, military, helicopters).



SUPPORT SERVICES DIVISION

Commander Todd Brown manages the Support Services Division, which included 4 sworn positions and 23 civilian positions.

There are three distinct functions within this division:

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

Communications Center (Dispatch)

The Communications Center is staffed by two civilian communications supervisors and 15-full-time dispatchers. Supervisory duties include scheduling, training and ensuring efficient operations of the communications center.

The center receives all incoming 911 emergency calls for service as well as administrative calls.



Communications Center

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

2019 CALLS	TOTAL CALLS	≤ 5 SECS.	≤ 7 SECS.	≤ 10 SECS.	AVG. ANSWER TIME
911 CALLS	5,974	76.1%	90.2%	97.3%	4.51 sec.
ALL OTHER	56,856	75.3%	88.1%	96.3%	Not tracked

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

Records Unit

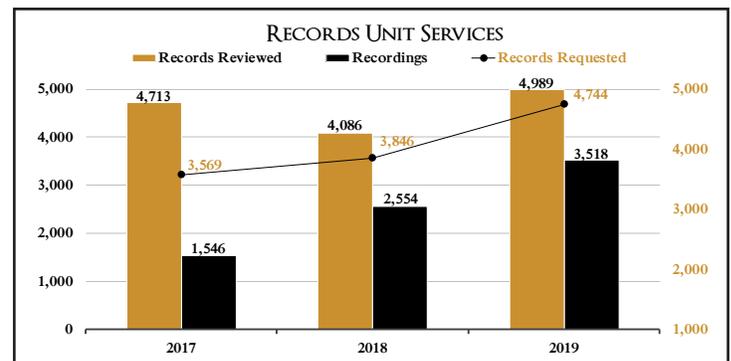
The Record Unit is staffed by a civilian supervisor, three full-time records specialists, one part-time records specialist, one community service officer and one digital media technician. The unit is tasked with scanning documents into the Records Management System (RMS) and electronically storing/preserving 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).



Records Unit

Digital Media Technician

The Digital Media Technician processed approximately 16 different types of media recordings throughout our facility. This ranges from dispatch recordings, radio communication and department cameras (e.g. interview rooms, body-worn and vehicles).



Professional Standards, Training and Development Unit (PSTD)

The PSTD Unit oversees training for the department as well as the development of best practice policies. Internal administrative investigations are also handled within this unit.

The average training per officer in 2019 was 98.5 hours. Additional training information is found on [p. 17](#).

Other PSTD items of interest:

- Colorado Association of Chiefs of Police (CACP) Accreditation - The department maintains its Professional Standards Accreditation through the [Colorado Association of Chiefs of Police \(CACP\)](#). This designation demonstrates the department's desire to continue to meet modern, best practice standards of excellence and compliance. According to [PoliceOne](#) there are 204 Colorado law enforcement agencies and 40 were CACP accredited (as of December 2019).
- ICAT Training - Through the use of live actors and scenario-based trainings, officers are 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 are instructed in the field use of NARCAN. This nasal mist 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 part-time PIOs 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.

AXON BODY 3 CAMERAS

CRPD upgraded our body worn cameras to the Axon Body 3 model in 2019. The Axon Body 3 camera features enhanced low light performance, reduced motion blur and enhanced microphones. The new camera also features the Axon Aware program. Axon Aware connects the camera to an LTE network and provides GPS tracking, livestream capabilities and gunshot detection. The gunshot detection feature automatically activates nearby officers' Axon Body 3 cameras when gunfire is detected. The detection feature then notifies other users that gunfire has been detected and its geographical locale.



911 PUBLIC EDUCATION

Our Communication Center participates in multiple community events throughout the year educating the public on the use of 911. The 911 program focuses on teaching what 911 is, when to call and what to expect. Dispatchers also provide tips to assist and better prepare younger children on what to do in an emergency. Last year, our Communication Center reached a total of 13,000 citizens of all ages.



Children visiting the 911 program during Touch-A-Truck

DEPARTMENT HAPPENINGS

CRPD Employee Appreciation

Our department's annual employee appreciation barbecue was held in our parking lot this year. Employees gathered together and enjoyed a barbecue grilled by our command staff. The department's new grill was a nice enhancement from previous years!

Special thanks to our commanders and administrative staff for putting on another fun event!



National Night Out

National Night Out (NNO) - August 6, 2019 marked the seventh annual National Night Out celebration hosted by the department at Philip S. Miller Park's pavilions. Once again, an estimated 1,000 were in attendance. The event provides everyone with an up close and personal look at our divisions, units, police/fire vehicles and features include a great barbecue, inflatable kid rides and a special demonstration by Officer Thompson and Ronin.

All police divisions were on hand, and they were a wonderful representation of community policing for our Castle Rock residents and business owners in attendance.

A special thanks to Walmart who supported our event!

The *National Association of Town Watch* is a nonprofit organization dedicated to crime-prevention programs like neighborhood watch. The National Night Out events 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 on many military bases.



K9 demonstration with Officer Thompson and PSD Ronin



Officer O'Donnell demonstrating SWAT protection & Bearcat



Detective DeGennaro discusses searching for evidence



Officer Moffitt finds a new friend



The aroma of BBQ is in the air
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.

Castle Rock, CO 80104

Nonemergency Dispatch: 303.663.6100

CRgov.com/Police

Follow us on [Facebook.com/CRpoliceCO](https://www.facebook.com/CRpoliceCO)

