



Castle Rock Police Department ANNUAL REPORT 2012

Mission Statement

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.

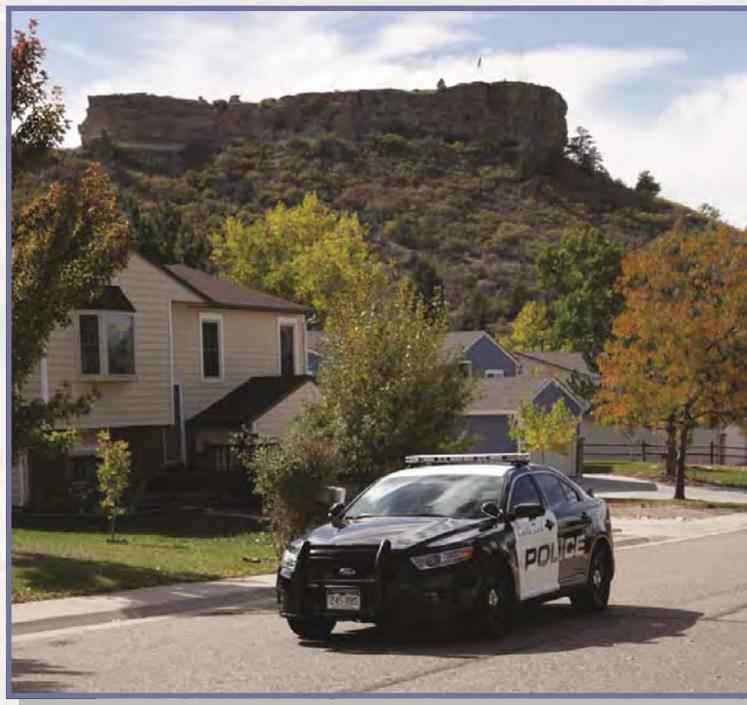


Jack Cauley
Chief of Police



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Message from the Chief of Police

I am honored to present to you the 2012 Castle Rock Police Department Annual Report. It's been over a year since I moved to Castle Rock and became part of this great community. People are invested in Castle Rock. They care about their neighborhoods and their businesses, and Castle Rock Police Department is here for them. We are their partners, they rely on us.

I applaud the men and women of the Castle Rock Police Department for displaying the highest level of dedication, service and excellence as they work each and every day to provide the safest possible environment for our community. I appreciate getting to know what makes this team work and what it takes to produce these outstanding results.

Castle Rock's population topped the 50,000 mark in 2012. This is a significant milestone that makes the Town the 17th largest incorporated municipality in the state. Our residents still place a high value on small-town character, hometown appeal and public safety.

**"PEOPLE ARE
INVESTED IN
CASTLE ROCK.
THEY CARE
ABOUT THEIR
NEIGHBORHOODS
AND THEIR
BUSINESSES..."**

Because of those values, it is no surprise that CNNMoney ranked Castle Rock 17th out of 100 of the country's best places to live. The level of public safety service provided by the men and women of the Police Department is one of many reasons our Town received such a high ranking.

This past year, we initiated a number of changes and set goals within our department. We reorganized our structure, continued to improve efficiencies, implemented new technology, and focused on community policing. All of these initiatives were implemented to enhance the level of service we provide to the community.

I am honored to be a part of Castle Rock Police. Our department is staffed by 54 sworn officers and 22 non-sworn civilians, who are dedicated to moving our organization forward - with the goal of enhancing the level of service we provide every day to our community.

This level of service would be impossible without the support of community and Town leaders. We truly believe collaboration and community engagement are key components to providing top-notch public safety services. The men and women of the Castle Rock Police Department are grateful for the continued support we have received from the community, Mayor Paul Donahue, Town Council, and Town Manager Mark Stevens.

We are honored to share with you our 2012 Annual Report. We hope it provides you with helpful information about our history, the accomplishments of each division, and an understanding of the utmost importance we place on keeping our community safe and a great place to live.

Sincerely,

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

Jack Cauley



Jack Cauley, Chief of Police

CASTLE ROCK POLICE DEPARTMENT



History

The Town of Castle Rock was founded in 1874 and incorporated on May 17, 1881. The area now consists of 33 square miles with a population of more than 50,000 residents.

By June 7, 1881, an ordinance was passed by the Board of Trustees of Castle Rock creating the offices of treasurer, marshal, and street commissioner.



Douglas County Courthouse,
315 4th Street, Castle Rock, 1874
douglascountyhistory.org

In December 1960, the Town Board of Castle Rock secured the services of John Westbrook to become the first Chief of Police. That marked the inception of the Castle Rock Police Department.

In 2012, the department consisted of 54 sworn officers, 22 non-sworn civilians, and 19 volunteers.

Our department encompasses four divisions that allow the organization to function at a high level of policing:

- ◆ Investigations
- ◆ Patrol
- ◆ Special Operations
- ◆ Support Services



Denver and Rio Grande
Railroad Depot, Castle Rock

Castle Rock Police also includes a number of units such as Investigations, Traffic, K-9, Victims Assistance, Records, Communications (Dispatch), School Resource, Animal Control, Community Safety Volunteers, and an Explorer program.

Command Staff



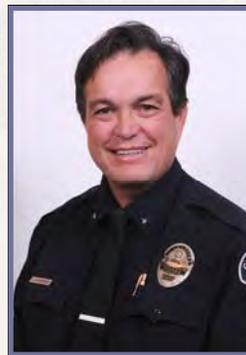
Chief of Police
Jack Cauley



Commander
Investigations Division
Doug Ernst



Commander
Patrol Division
Jason Lyons



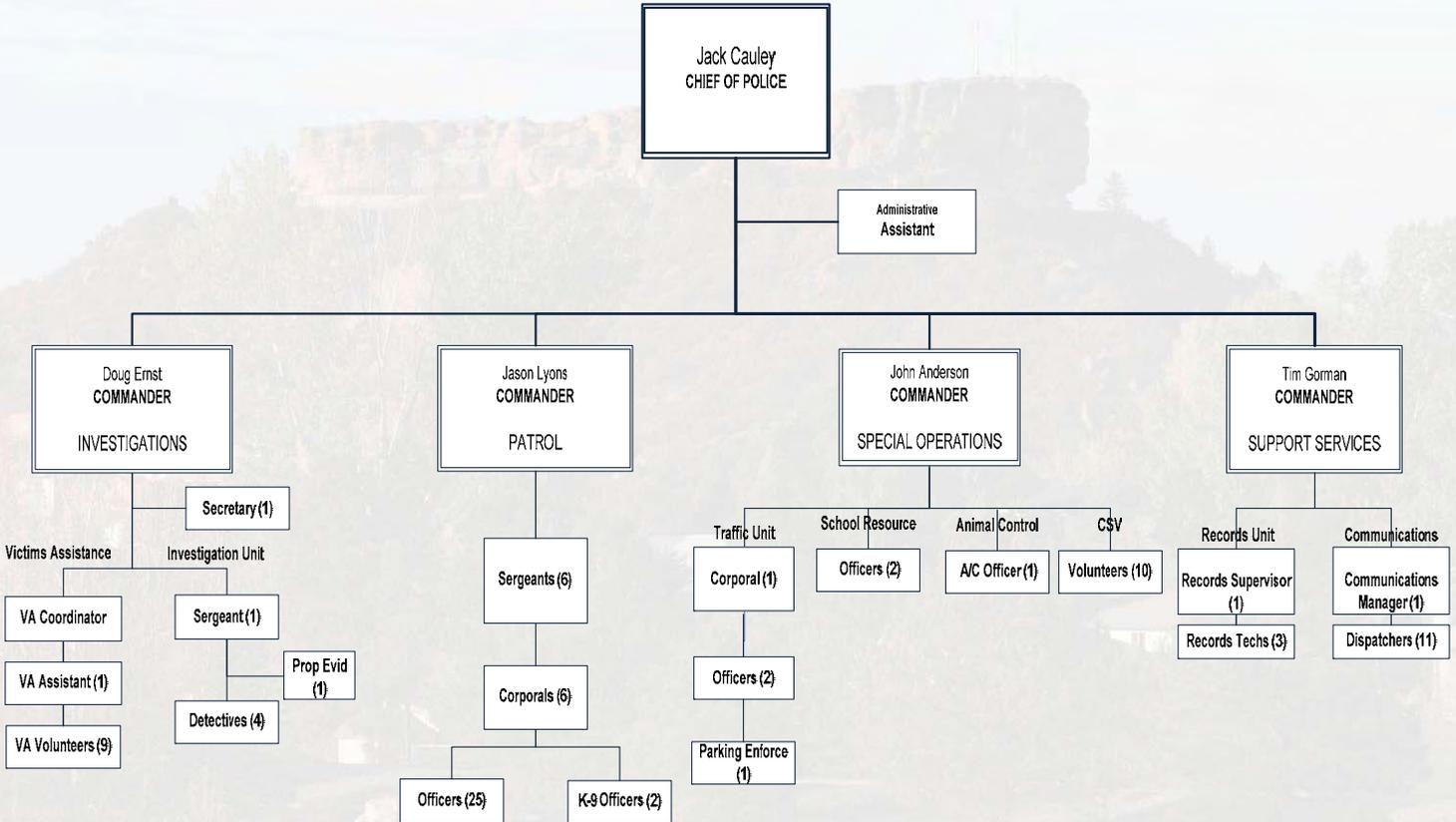
Commander
Special Operations Division
John Anderson



Commander
Support Services Division
Tim Gorman



CASTLE ROCK POLICE DEPARTMENT



Police Department and Municipal Court building at dusk

POLICE ADMINISTRATION



Where decisions are formulated and finalized

Police Administration includes the Chief of Police and the Administrative Assistant.

Administration is responsible for the following areas:

- ◆ Providing overall direction to the agency and personnel.
- ◆ Ensuring the quality of police services delivered to residents of Castle Rock is maintained at the highest possible level.
- ◆ Overseeing and managing the financial and budgeting aspects for the department.



Back row: Commander Doug Ernst, Commander John Anderson, Commander Tim Gorman;
Front row: Chief Cauley, Commander Lyons

Police Budget

TOWN COUNCIL APPROVED THE ADDITION OF SIX (6) POLICE OFFICERS FOR 2013

The Police Department's 2012 Amended Budget is \$8,212,570. This includes funding for 75.51 full-time equivalent (FTE) positions in 2012.

The 2013 Police Department's Amended Budget is \$9,093,807 and includes funding for 82.51 FTE compensated positions.

More information regarding past years is shown below.

The *Police Capital Fund* accounts for resources and expenditures for the construction, expansion and improvement of police facilities and to provide for other capital needs of the Police Department related to growth.

The Capital Fund's primary source of revenue is from development impact fees that are collected at the time a building permit is issued.

In 2012, the Police Capital Fund was \$61,599; our 2013 Capital Fund reflects \$234,349.

Castle Rock Police	2011 Actual	2012 Amended Budget	2012 Estimate	2013 Amended Budget
Police Budget	\$7,445,550	\$8,212,570	\$8,253,561	\$9,093,807
Capital Fund	72,587	61,599	61,599	234,349
TOTAL	\$7,518,137	\$8,274,169	\$8,315,160	\$9,328,156

INVESTIGATIONS DIVISION



The **Investigations Division** is overseen by Commander Doug Ernst. In 2012, this division consisted of nine full-time positions, one part-time position, and nine victims assistance volunteers.

The division is responsible for:

- ◆ **Criminal Investigations**
- ◆ **Victims Assistance Unit**
- ◆ **Property and Evidence Technician**



Sample of recovered items from an ID theft, including drugs.

Detective Unit

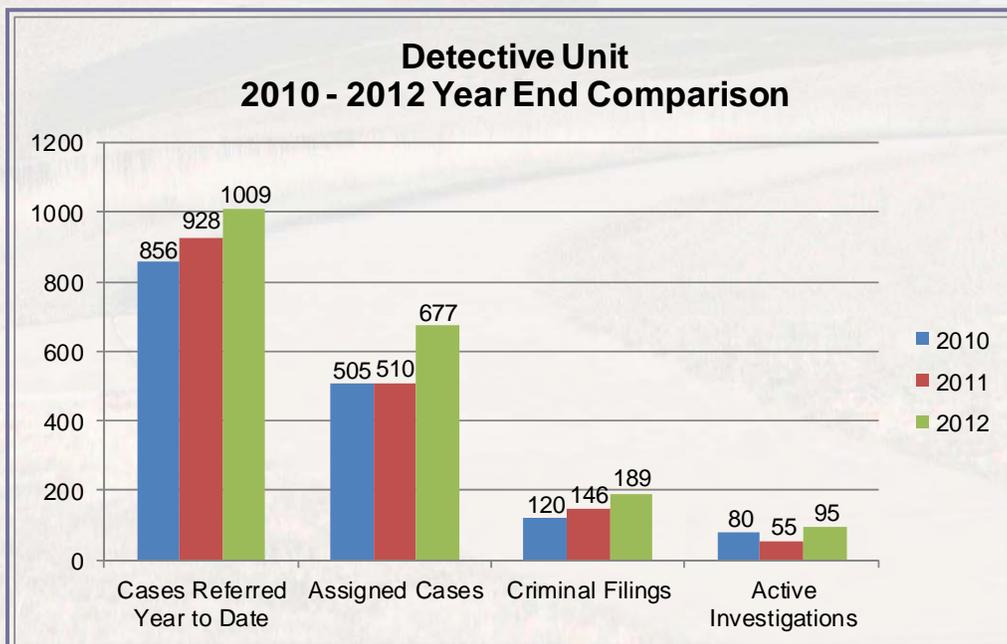
The Detective Unit consists of one sergeant and four detectives and is supported by an Investigations Secretary.

The assigned detectives investigate felony and serious misdemeanor crimes, missing persons, suspicious activities, sex offender registrations, and deaths that occur in the Town. One detective specializes in crimes against children, and one detective specializes in financial crimes.

In addition to conducting investigations, the assigned detectives provide training to the community and to our police officers in Organized Retail Crime, Internet crime and safety, criminal investigation, and crime scene investigation.

The year-end comparison chart (below) reflects increases within most areas:

- ◆ Number of cases referred to this unit increased approximately 8.4% from 2010 to 2011, and 8.7% from 2011 to 2012.
- ◆ Assigned cases data increased substantially in 2012 due to a change in how cases were assigned to each detective. Beginning in 2013, all cases will be referred to the Investigations Division.
- ◆ Criminal filings sent to the District Attorney's Office were up 21.7% from 2010 to 2011 and 29.5% from 2011 to 2012.
- ◆ Active investigation totals reflect the number of active investigations still open on December 31 of each year.





INVESTIGATIONS DIVISION (continued)

Detective Unit (continued)

Case Closure: The People v. Kelli Murphy

In November, Detective Maes and Detective Collins were assigned to sit as advisory witnesses during the prosecution of Kelli Lynn Murphy. Murphy was charged with two counts of Murder in the First Degree after deliberation in the deaths of her children, Liam (age 9) and Madigan (age 6). The jury trial lasted two weeks and resulted in the conviction of Murphy on all counts. Murphy was sentenced to two consecutive life terms in prison without the chance for parole.

This investigation required countless hours of these detectives' time over the 18 months since the double murder occurred. Assistance was obtained from the 18th Judicial District Attorney's Office, the Douglas County Coroner's Office, the Douglas County Sheriff's Office and the Colorado Bureau of Investigation; however, the majority of the investigation was conducted by these two Castle Rock Police Detectives.

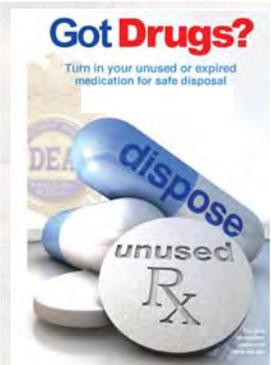
The murder of these two children deeply touched the community and all of those persons involved in this tragedy.

Community Education Programs

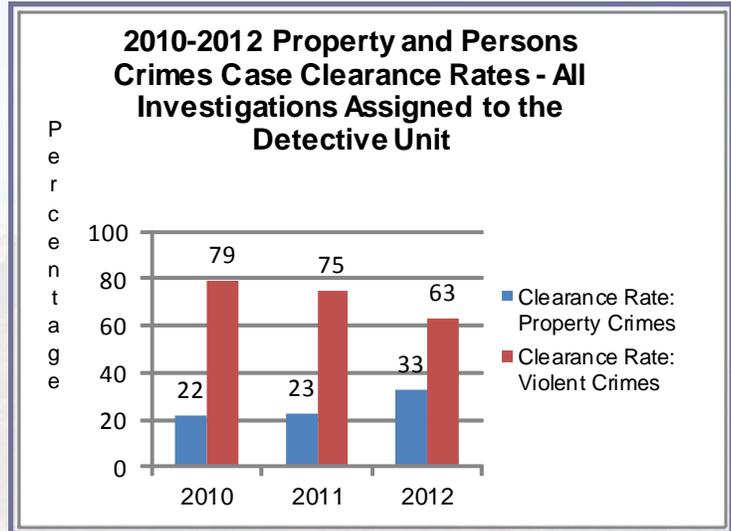
Castle Rock Detectives conducted training and educational seminars throughout the year at the Outlets at Castle Rock and Castle Rock Senior Center. Topics included Organized Retail Crime, Internet safety, the CodeRED system, and Identity Theft.

Drug Take Back Program

In 2012, the Castle Rock Police Department participated in two National Drug Take Back Initiatives.



Citizens were invited to bring their old, unused prescription medication to the police station. The total drug weight received in 2012 was 380 pounds of unwanted prescription drugs. The 2012 fall collection, shown at right, resulted in 10 boxes.



Castle Rock Senior Citizen Center



Left to right: Officer Stark, CSV Brooks, CSV Buttica

INVESTIGATIONS DIVISION (continued)



Property and Evidence Unit

A major remodel to the Property and Evidence room was completed during the past year. The work included new and more efficient shelving; enhanced security; improved heating, ventilation, and air conditioning systems; and a revision of the practices and procedures to ensure that the best practices for property and evidence storage and destruction were instituted.



Secured evidence room



Evidence Technician's office



Evidence processing room, view 1



Evidence processing room, view 2

INVESTIGATIONS DIVISION (continued)



Victims Assistance Unit

The main goal of the Victims Assistance (VA) Unit is to work alongside crime victims' lives with respect and understanding during a difficult time. We also work with residents in our community who have been victims of tragic events.

The Victims Assistance Unit in the Castle Rock Police Department is available to make certain all victims have rights afforded to them through the Victims Right Act, C.R.S. 24-4.1-302(1) in the Colorado Constitution. Our job is to provide victims and witnesses of criminal offenses the support and aid necessary to mentally and physically adjust to their victimization. Also, we provide referral information, make outreach contact where appropriate, and facilitate financial compensation, through the 18th Judicial District Attorney's Victim Compensation Office. All of the services are developed to competently serve victims of all cultures and ethnic backgrounds.

The Victims Assistance Unit currently consists of a victims assistance coordinator and a victims advocate, along with nine additional victims assistance volunteers.

We provide services to victims in our community 365 days per year, 24 hours per day. In 2012, the unit assisted approximately 700 victims, witnesses and/or residents.

The VA Unit, including volunteers, assisted those in our community affected by a home explosion in Sapphire Pointe. We have assisted other law enforcement agencies in the southern section of our state, sending VA volunteers to assist victims of the wildfires.

We also assisted in the Aurora Theater Shooting, arriving on scene shortly after the event. Our coordinator companioned a family that lost a loved one that day and was assigned to assist victims during the weeks following the incident.

Victimization Report	2011	2012
Domestic Violence Cases	140	153
Unattended Deaths	24	26
Suicides	11	7
Sexual Assaults	13	14
Homicides	2	0
Other	487	482
TOTAL VA CASES	677	682

The Victims Assistant Unit takes great pride in our program. We make certain we are sensitive to the public's needs, continue our education, and strive to maintain a "gold standard" program.



Back Row: Lori Kania, Lisa Schuneman, Karen Rodenheiser, Kathy Chavez, Kimberly Surry, Jackie Felton, Pam Jones, Sharon Tschudy; Front Row: Brenda Bower, Carole Malezija and Marsha Davenport.

PATROL DIVISION



Commonly referred to as the eyes and ears of the Police Department, the **Patrol Division** is overseen by Patrol Division Commander Jason Lyons and included 40 positions in 2012.

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

Officers strive to be professional, dedicated, and community-oriented. The mission of the Patrol Division is the protection of life and property, prevention of crime, traffic enforcement, accident investigation, community relations, and other services associated with harmony and a cohesive environment in which to live.

This division receives reimbursement of more than \$11,000 from the Douglas County Emergency Telephone Service Authority for their mobile computers' data cards, which provides their internet service.



Officers Mendez and Black

Types of Calls for Service

INCIDENT TYPE	2011	% change 2011/2012	2012	INCIDENT TYPE	2011	% change 2011/2012	2012
Assaults	63	14.29%	72	Damaged Property (Public)	17	94.12%	33
Burglary (Commercial)	35	-20.00%	28	Robbery	6	16.67%	7
Burglary (Residential)	57	26.32%	72	Theft	349	19.48%	417
Commercial Alarms	643	-1.09%	636	Vehicle Theft	21	76.19%	37
Damaged Property (Private)	160	-15.63%	135	TOTAL CALLS FOR SERVICE	52,267	7.65%	56,266

**Total calls for service are only a portion of the activity generated by patrol officers.*

PATROL DIVISION (continued)



Bicycle Patrol Unit

The Bicycle Patrol unit began in 2012 and operated during the months of May through September.

Duties included patrolling neighborhoods, the downtown district, and retail areas such as the Outlets at Castle Rock.

The unit also participated in most of the Town's special events during this same time frame. They conducted bicycle safety instruction at local schools and Castle Rock's Bike Rodeo event. The Bike Rodeo event is for children (ages 5 to 11) and teaches them about bike safety, performs bicycle-safety inspections, and allows for the registration of their bicycles.

Duties, Call Types	Bike Unit May 5 – Sep 1, 2012	Patrol Calls May 5 – Sep 1, 2012	Bike Unit % of Patrol Calls
Theft Cases	24	201	12%
Community-Oriented Contacts	47	718	7%
All Call Types (Outlets)	54	285	19%
TOTAL Calls for Service	602	18,831	3%



Officers Galvan and Morrissey patrolling the streets and Outlets at Castle Rock

Crisis Intervention Team (CIT)

The main goal of the Castle Rock Police Department's Crisis Intervention Team (CIT) program is to connect individuals who have been engaged by Law Enforcement with appropriate levels of mental health services as an alternative to incarceration. The training protocols are overseen by a Corporal for our agency. There are 22 officers who have attended the 40-hour Crisis Intervention training.

Castle Rock Police Department is a proud member of the Crisis Intervention Teams Association of Colorado.

Crisis Intervention Teams Association of Colorado



The goals of the Crisis Intervention Team (CIT) are:

- Provide officers with strategies and tools for identifying and de-escalating situations involving individuals having a mental health crisis.
- Prevent unnecessary violence and injury.
- Reduce civil liability and use medical referrals when possible and practical.
- Serve as a resource for patrol officers in providing a safe, effective, and humane response to situations involving subjects who are suspected of being verifiably mentally ill, suicidal, or in severe crisis.
- Increase safety for officers and citizens.

PATROL DIVISION (continued)



Explorer Post Unit

Castle Rock Police Explorer Post #401 (a division of the Boy Scouts of America) is an organization for young adults from age 14 to 21 and provides:

- ◆ A basis to interest youth in law enforcement
- ◆ A positive relationship between police and youth
- ◆ A service organization to the youth, community, and police

Post #401 consists of 20 Explorers who train in all aspects of law enforcement. The knowledge, leadership, teamwork, and responsibility they learn are applied and demonstrated at regional and national competitions in which they have consistently won or placed high in numerous categories.

The Post is also very active in the community. The Explorers participate in and support numerous charitable events.

Through their fundraising efforts such as pancake breakfasts, rummage sales, and the Castle of Terror Haunted House, they earn money to provide Thanksgiving and Christmas dinners for families who are victims of child abuse and other unfortunate circumstances.



Trick or Treat Street 2012

The explorers also provide support for multiple community events such as the Elephant Rock Ride, Taste of Douglas County, Douglas County Fair and Parade, Artfest and Starlighting, just to name a few.

The Explorers developed and conducted Fatal Vision classes. Multiple courts have utilized this program to teach minors, who have received alcohol and drug offenses, about the hazards of driving under the influence.

In 2012, the Castle Rock Explorers volunteered a total of **959** hours. Of this total, 820 hours were spent in community service and 139 hours were devoted to training.

The total donations collected in 2012 was \$2,500, which was donated to groups such as: St. Baldrick's Foundation, Toys for Tots, Emergency Disaster Relief and the Explorers' Holiday dinner program.

Officer Advisors:

Bass, Black, Body, Foster, Knight, Mendez, Morrissey, Razumovski, Thompson, Webster, and West.

Supervisor: Corporal Myers.



Field Training Officer (FTO) program

The Castle Rock Police Department's Field Training Officer (FTO) program consists of 12 active Field Training Officers and is overseen by an FTO Coordinator. To become an FTO, an officer must have been employed by the Town for a minimum of two years, be fully competent in all areas of their evaluation, and be recommended by their current supervisor.

Once approved by the department, an FTO must complete a 40-hour FTO training course to make them proficient in the San Jose method of training.

In 2012, the department FTOs trained three new police officers over the course of the 15-week program in the areas of Colorado Revised Statutes, Municipal Statutes, Town and Police Department Policies, Town geography and customer service skills.

With the anticipation of losing two current field training officers to the position of sergeant in 2013, the department conducted a testing process for replacement field training officers toward the end of 2012.

At the end of this process, three new [FTO] officers were selected to attend FTO training at the beginning of 2013. These new FTO positions will be instrumental in training our seven new police officers in 2013.

PATROL DIVISION (continued)



K-9 Unit

The K-9 unit consists of two Belgian Malinois canines. It takes teamwork, patience, and understanding to create a great K-9 Unit.

- ◆ Legion's handler is Officer Thompson
- ◆ Kuno's handler is Officer O'Donnell

Throughout the year, our talented K-9 units are called upon to work a variety of duties including drug detection, tracking, escorting high-risk arrests, searching buildings, and apprehending fugitives.

In 2012, this unit performed a total of 281 deployments, which included 208 patrol deployments and 73 narcotics deployments.

Confiscation included:

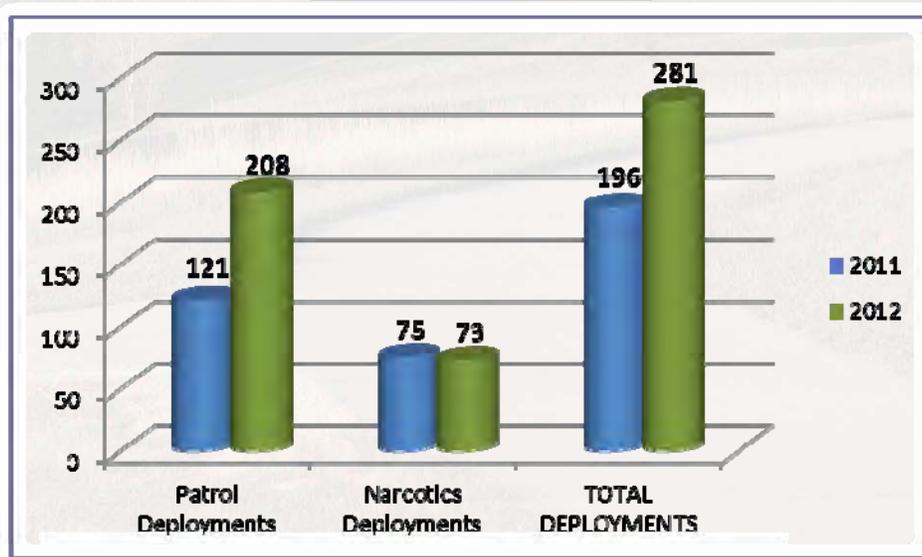
- ⇒ 9 lbs. of marijuana
- ⇒ 3.42 grams of mushrooms
- ⇒ 2 grams of heroin
- ⇒ Misc amounts of drug paraphernalia
- ⇒ \$32,565 in currency seizures



Legion



Kuno





SPECIAL OPERATIONS DIVISION

The **Special Operations Division** is overseen by Commander Anderson and, in 2012, included seven full-time positions, one part-time position and support from 10 volunteer positions. This division oversees a variety of special projects, emergency teams, community policing, and school-related programs:

Animal Control Unit

The Animal Control Unit is responsible for many aspects of animal control including licensing, animals at large, dangerous animals, returning lost animals to their owners, barking dogs, investigating dog bites, animal cruelty, and relocating some types of wildlife.

Community Safety Volunteer Unit

The Community Safety Volunteer (CSV) Unit has proven to be an extremely valuable asset not only to the Police Department but to the entire community overall. Community Safety Volunteers provide service for the officers, which saves the officers time on calls. This allows officers to expedite other calls for service.



Community Safety Volunteers are also encouraged to work in Records, Municipal Court, or wherever their primary interests may lie. In 2012, CSVs provided 1,930.5 hours of community service, saving numerous follow-up hours by “compensated” employees. Our Community Safety Volunteers have saved the town approximately \$77,000 with their donated hours.

Traffic Safety Unit

The Traffic Safety Unit consists of two Traffic Safety Officers, who are responsible for responding to and investigating fatality accidents, non-injury and injury traffic accidents that occur within the Town of Castle Rock. The Traffic Safety Unit enforces state and municipal traffic laws, focusing their efforts in school zones, complaint areas, and high-accident locations.



Driving under the influence (DUI) enforcement is a major focus of the unit, making the community a safer place to live. This unit also participates in the state’s High Visibility Enforcement — Driving Under the Influence (HVE-DUI) and the Click-it-or-Ticket campaigns (CIOT). The Town received over \$23,000 in reimbursement from the these programs throughout 2012.

The Total Station is a new piece of equipment purchased for the Traffic Unit in 2012 (see inset at right). This piece of technology is used for investigating serious and fatality vehicular crashes. It reduces time on scene and provides professional reconstruction and analysis.

ANIMAL CONTROL Calls for Service

CALL TYPE	2011	2012
Barking Dog	315	304
Animal at Large	297	278
Cruelty/Welfare	78	83
Animal Rescue	28	22
Animal DOA/Disposal	31	26
Livestock at Large	11	6
Wildlife	23	22
Snake	24	34
Follow Up / Other	399	388
Pit Bull - Calls	2	8
Pit Bull - Evaluations	1	9
Pit Bull - Removed*	0	2*
Animal Bites	98	90
TOTAL Calls for Service	1,307	1,270
Voice Messages	2,276	2,159

*not counted in statistics



Officer Webster demonstrates the Total Station



Traffic Unit (continued)

TRAFFIC UNIT CALL TYPES	Traffic 2011	Department 2011	Traffic Unit % of Department	Traffic 2012	Department 2012	Traffic Unit % of Department
Non-injury Accident <i>(documented)</i>	*	*	*	336	677	50%
Injury Accidents <i>(documented)</i>	*	*	*	18	45	40%
Traffic Stops	899	10,250	9%	745	7,056	11%
Abandoned Vehicle calls	162	404	40%	189	392	48%
Parking Enforcement	193	427	45%	114	706	16%
Motor Vehicle Inspection <i>(commercial)</i>	76	n/a	n/a	105	n/a	n/a
Municipal Traffic Citations	1,085	3,325	33%	867	2,687	32%
State Traffic Citations	71	763	9%	66	705	9%
Selective Enforcements	694	2,374	29%	836	2,034	41%

* In 2011, data was not tracked as currently collected

School Resource Program

The Police Department’s School Resource Officers are permanently assigned to patrol local schools. By proactively placing sworn law enforcement officers in educational environments, students and police build an atmosphere of trust and respect, resulting in long-term crime prevention.

The growing national popularity of school resource programs results from an increased emphasis on community policing as a means to create safer, more secure schools. In support of this program, a portion of the associated costs are reimbursed by the Douglas County School District.



Regional SWAT Team

The department shares responsibility, resources, and high-quality service by partnering with the Douglas County Regional Special Weapons and Tactics (SWAT) team. Currently, there are 10 Castle Rock Police Department members who participate on this team as operators and negotiators, under the Special Operations Division Commander.

This team is comprised of officers from Castle Rock Police, Lone Tree Police, Parker Police, and the Douglas County Sheriff’s Department. Through this regional partnership, CRPD is able to bring more skilled resources to high-risk, labor-intensive situations that require a SWAT response.



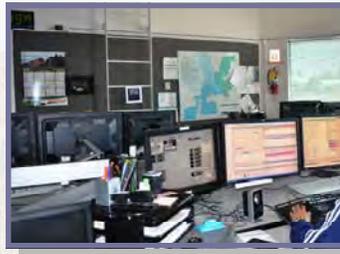
SUPPORT SERVICES DIVISION



The **Support Services Division** is overseen by Commander Gorman and includes 17 full-time positions. There are two distinct functions within this division:

Communications Unit

The Communications Unit is staffed by a civilian Communications Manager and 11 full-time Dispatchers. The unit receives all incoming administrative and 9-1-1 emergency calls for service. The dispatchers determine the appropriate police resource to the call for service and coordinate police response.



CRPD Dispatch Center

The Communications Manager is responsible for supervising communications and dispatchers. Primary duties include scheduling, training, and ensuring efficient operations of the communications center. This unit also worked on several key projects during the past year including CodeRED and the VIPER 911 telephone upgrade. Dispatchers perform specialized clerical and dispatching work for the Police Department during both emergent and non-emergent situations. Dispatch monitors and coordinates telephone, radio, and Teletype communications between unit personnel, outside agencies, and the public.

CodeRED

In October 2012, the Communications Unit transitioned to the CodeRED Emergency Notification system from the Everbridge system. The newly implemented notification system is an online local emergency response system used in the event of emergency situations or critical community alerts such as evacuation notices, missing child reports, etc. This notification system is used countywide.



In 2012, after the transition, two incidents were launched live with this system. We worked in partnership with other Douglas County Law Enforcement public safety officials and participated in two network news story interviews, in an effort to educate the public in the benefit of the CodeRED system and to support the Town of Castle Rock with the campaign to inform citizens.

The program was introduced at the Town's Oktoberfest, Castle of Terror Haunted House, Trick or Treat Street, and Spooktacular, to meet citizens and demonstrate the ease of "opting in" to the system. For more information and/or to sign up, click on the CodeRED icon on the Town's main webpage CRgov.com/CodeRED.

Records Unit

The Records Unit is staffed by a civilian Records Supervisor who is responsible for supervising and coordinating the activities of three full-time Records Specialists. The Unit is responsible for scanning, electronically storing, and 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 utilized by the Colorado Bureau of Investigation and Federal Bureau of Investigation.

RECORDS UNIT
BEGINS STORING
AND FILING
POLICE REPORTS
ELECTRONICALLY
SAVINGS OF
MORE THAN 10
HOURS PER WEEK

The records specialists are responsible for processing police reports, providing administrative support, and customer service to citizens. Their duties involve clerical and detail-oriented tasks, including: copying and disseminating reports, ensuring that records are accurate, complete, and scanned into the Records Management System.



Records Tech Zappa-Ludwig,
Officers Watts and Dignam

2012 Green Leaf Awardee

In April 2012, the Police Department was awarded the Project Green Team's Green Leaf Award (pictured on page 19). This departmental award is presented in recognition of exemplary performance reflecting the Town's and Project Green Team's vision to identify, develop, promote, and implement environmentally and fiscally sustainable programs and opportunities. The Records Unit received the award because of its efforts in moving toward a more paperless system, specifically, by reducing the copying and filing of police reports and traffic





SUPPORT SERVICES DIVISION (continued)

Records Unit (continued)

citations. By storing the records electronically, the process has eliminated the filing of every traffic ticket, (approximately 3,450 per year). Most police reports (approximately 2,900 per year) have also undergone electronic filing. This streamlining of efficiency is great recognition for our department and has eliminated chronic workload/backload and has shown to save approximately 10 hours per week within the Records Unit.

ePolice Reporting—CopLogic

In late 2012, the unit began working on our newest community software enhancement, ePoliceReporting (CopLogic, a national brand software).

This easy, online, non-emergency crime-reporting system is expected to be very popular among citizens who have come to expect police services to be provided immediately and conveniently online. The service will allow residents and business owners to file a non-emergency report at a time that is best for them, without having to wait for an officer to respond or call them back.



Upon submission of the report, a temporary copy of the report will be available for print. The report will be reviewed by police personnel and, once approved, the citizen will receive an email with a copy of the report attached at no cost. In addition, the report will transfer into the Police Department's records management system and receive the same investigation and statistical analysis as if the report had been filed by a police officer. The system is expected to be up and running by spring 2013.



Reality-based training equipment

New Initiatives Team (NIT)

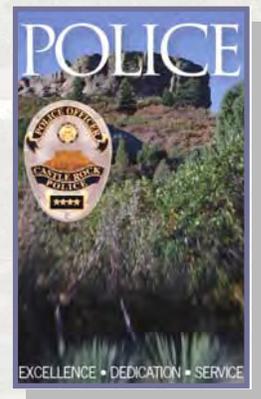
The New Initiatives Team (NIT), comprised of several members of the Police Department, researched and designed a new shoulder patch for our agency.

After reviewing our past emblem, the team felt that an updated design would be beneficial to the growth and professionalism of the agency.



The design they chose depicted the "Rock" in the background, set within a crescent sky. The patch design balances traditional honor with values that reflect the history of Castle Rock, as well as being visually attractive.

Staff members also worked with the Town's Community Relations Division on our new Police ID project (shown at right).



Both the shoulder patch and identification projects were chosen to complement the new uniforms and add clean, quick identification to officers working within our community.

New Equipment

In an effort to update existing law enforcement equipment, the department invested in a number of new resources, among them:

- ◆ Reality-based training (left insert)
- ◆ New uniforms (including new department patch)
- ◆ Fitness equipment and flooring
- ◆ Incorporated electronic Roll Call (eRoll)
- ◆ Tasers for each officer
- ◆ Rifles for each officer



Taser equipment

SUPPORT SERVICES DIVISION (continued)



RESPONSE TIME FOR PRIORITY 1 CALLS	GOAL	ATTAINED 2011	ATTAINED 2012
The Communications Unit will answer 911 calls within 12 seconds or less.	90%	98%	96.8%
The Communications Unit will answer non-emergency calls within 20 seconds or less.	90%	90%	94.2%
The Communications Unit will assign all Priority 1 calls (potential life threatening or major property damage) within two minutes of receipt.	70%	67%	66.8%

Response time for all 2012 Priority 1 calls – **3,705 calls / 8:08 (min/sec)**

Green Leaf Awardee — CRPD Records Unit

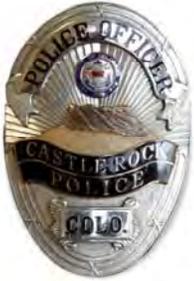


From left: Dena Zappa-Ludwig (Records Specialist), Noni Furlano (Records Specialist), Linda Omar (Records Supervisor), Commander Tim Gorman, Sue Jensen (Records Specialist)

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CASTLE ROCK POLICE DEPARTMENT ANNUAL REPORT 2012



**100 Perry Street
Castle Rock, CO 80104**

Emergency: 911
Non-Emergency: 303.663.6100
Fax: 303.663.6105
Tip Line: 720.733.3517
Email: police@CRgov.com

VISION STATEMENT

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

Visit us at: CRgov.com/police



Patrolling with Officer Grafner



eRoll with Sergeant Ruisi and Watch I (A side)



Traffic control



Traffic accident reporting