



FM



DoIT



MC



CR



HR

Town Manager's Office

Under the direction and guidance of the Town Manager, Assistant Town Manager and Special Projects Manager, each division within the Town Manager's Office has established performance objectives, generally linked to the Town's long-term Vision. This report highlights the divisions' performance relative to their objectives, as well as other key accomplishments.

FM

FACILITIES
MAINTENANCE

Provides a safe, clean, positive environment at all municipal facilities, for both employees and the public

DoIT

DIVISION OF
INNOVATION
AND
TECHNOLOGY

Partners with departments Townwide to strategically implement technology that is secure and well-supported

MC

MUNICIPAL
COURT

Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock

CR

COMMUNITY
RELATIONS

Facilitates community outreach and involvement for departments Townwide

HR

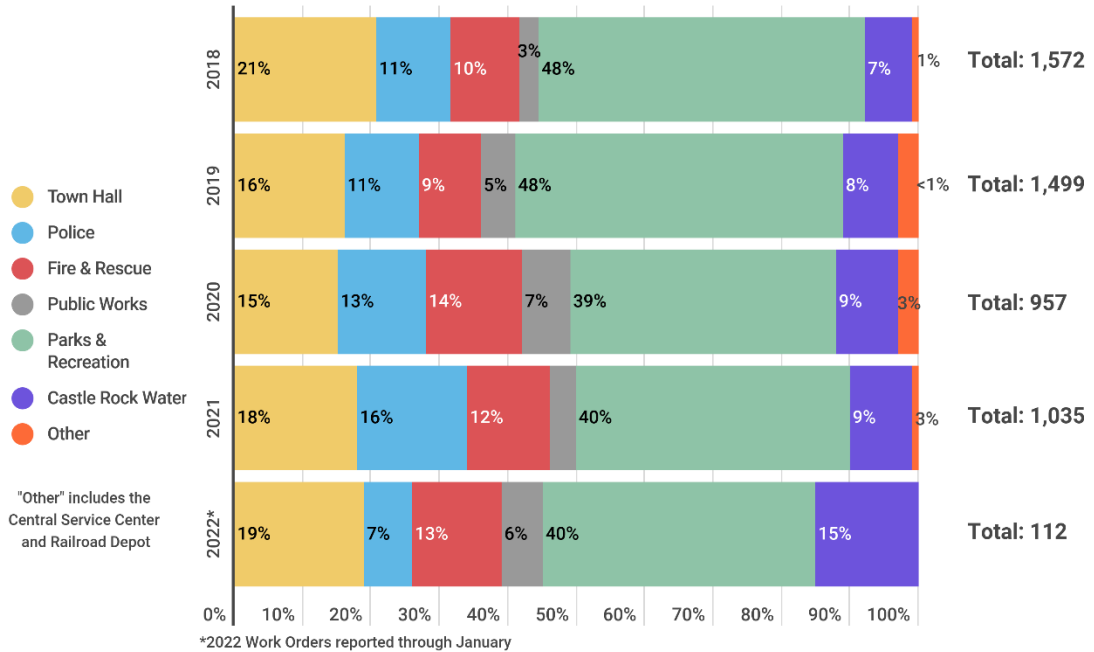
HUMAN
RESOURCES

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ Completed **123** preventative maintenance activities and **22** custodial inspections, in addition to regular work order requests. In total, the Facilities Team handled **270** work orders in January – **up 21%** over January 2021
- ▶ Removed scaffolding in Development Services related to December window repairs
- ▶ Completed fire line backflow repairs
- ▶ Completed Town Hall and Police Department snow removal for **five** events in January
- ▶ Completed planning and contract preparation for chemical door replacement at the Recreation Center
- ▶ Planning and support for numerous other projects including the Police Department basement renovation, Police Department ADA improvements and Town Hall office modifications

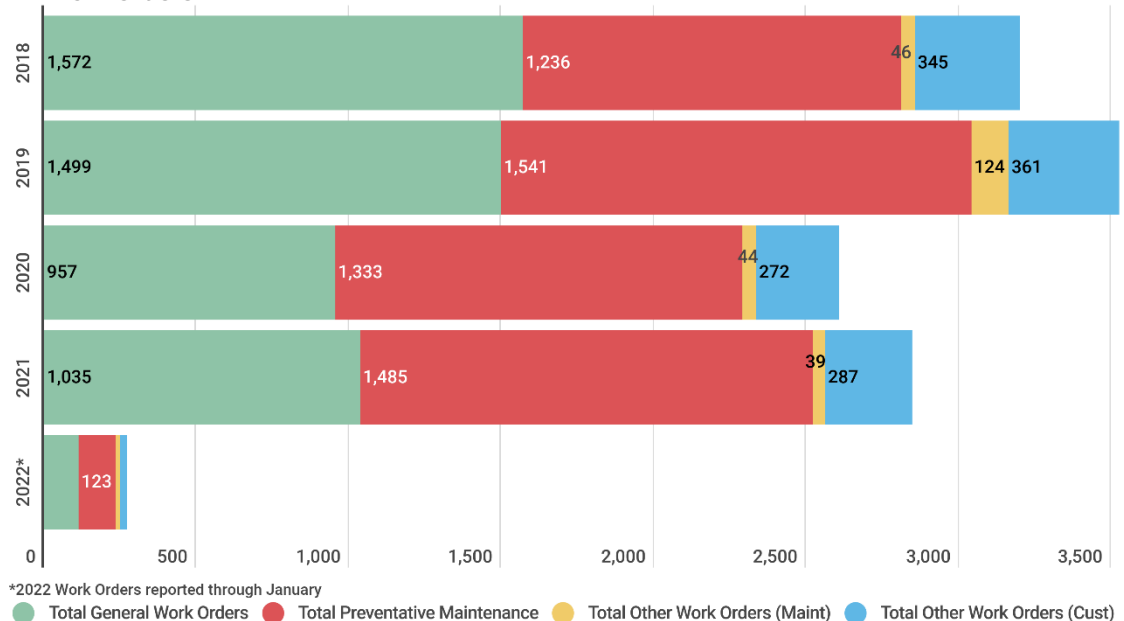
Facilities Division

General Maintenance Work Order % by Department



Facilities Division

All Work Orders



"Other" work orders include event setups, snow removal and custodial work orders/inspections



DoIT

Key Accomplishments

- ▶ Go-live of Red Hawk's new Golf Course Management Software (Club Prophet)
- ▶ Go-live of Police Department's new Citizen Engagement Software (CueHit)
- ▶ Go-live of new Development Constraints and Zoning Interactive Mapping Sites

DoIT

Help Desk

Addressed **374** total tickets, with an average time to resolve of **42** hours

There were **four** emergency tickets this month, **100%** of which were resolved within one calendar day (80% is goal)

There were **25** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **319** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

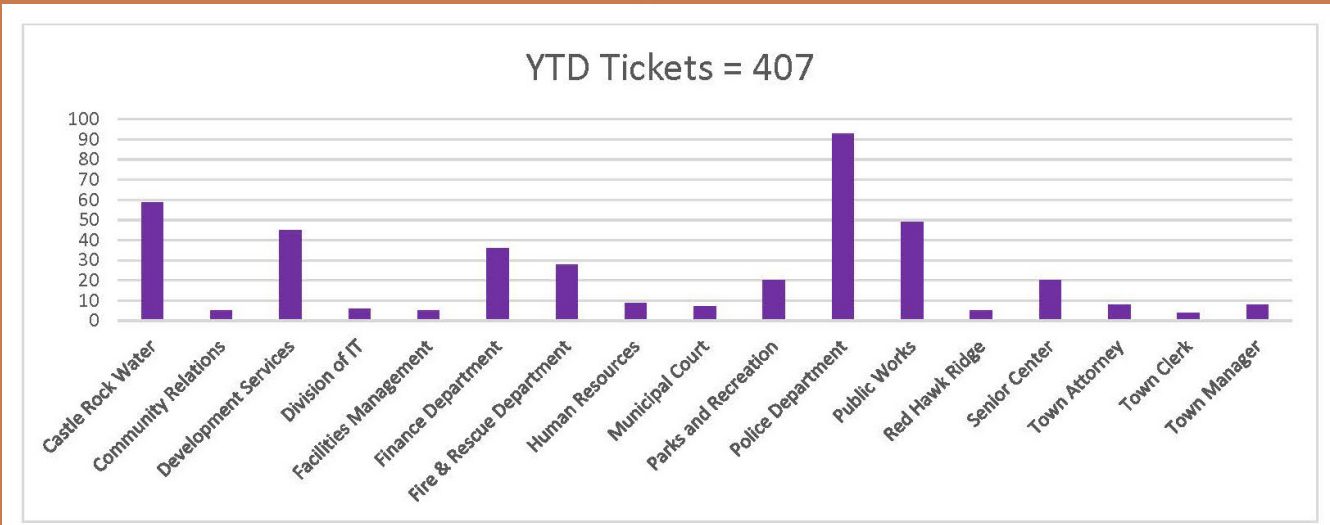
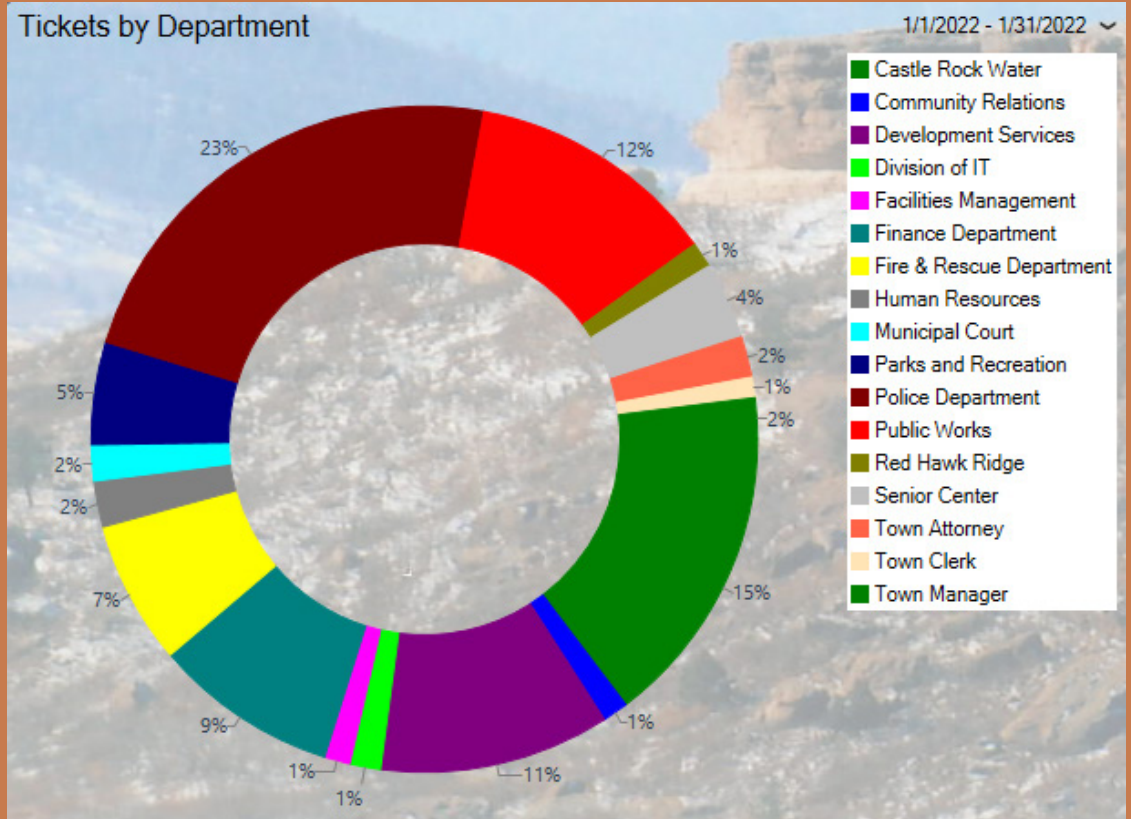
Addressed **39** total tickets, with an average open-to-resolve time of **37** hours

There were no annexations in January

There were no zoning changes in January

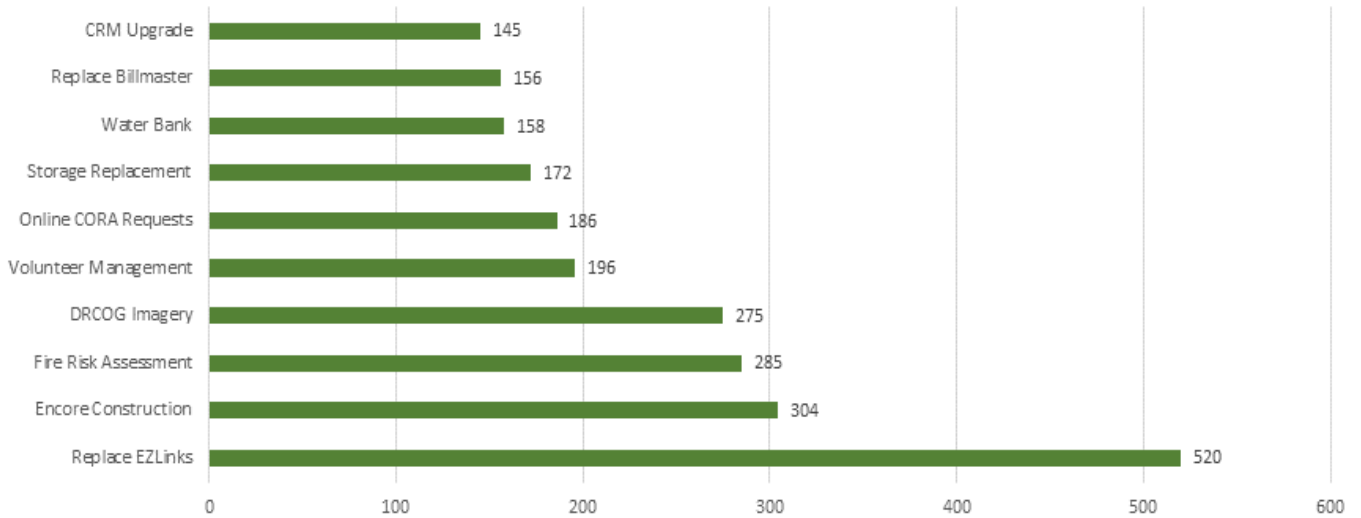
There were no parcel updates in January (100%)

DoIT

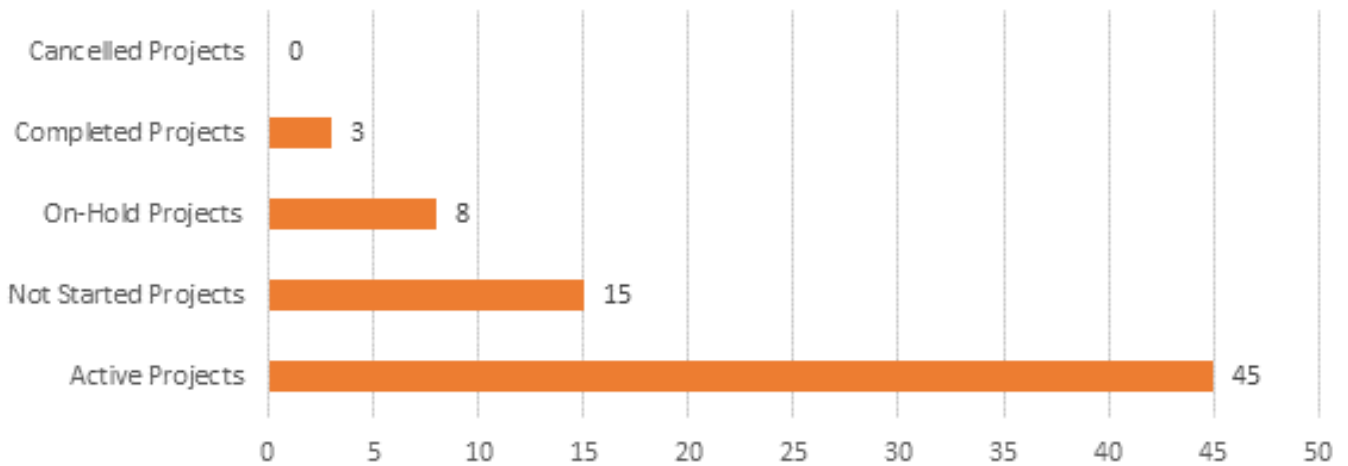


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





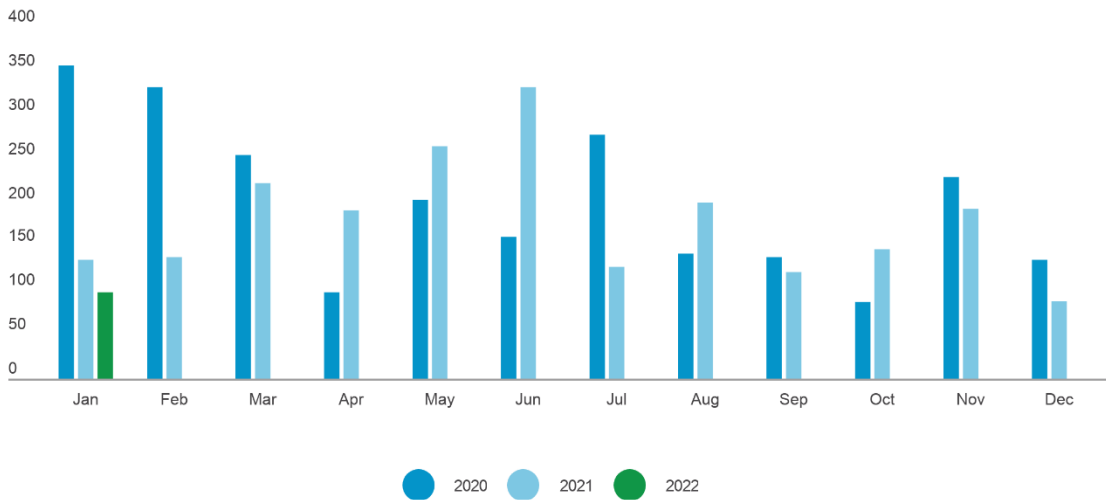
MC



Key Accomplishments

- ▶ The Court implemented a new procedure for handling traffic cases. This procedure was created in response to new legislation, HB 21-1314, that eliminates Municipal Courts' ability to place a hold on a driver's license for non compliance with court conditions. This procedure includes a new plea form and a different method of reporting to DMV
- ▶ The Court posted a position for a Part-Time Arraignment Court Clerk and will begin the hiring process
- ▶ The court is auditing and working through cases in which fines/fees are outstanding. In total, for the month of January, we sent 51 cases to collections. The majority of these cases are related to the changes of HB21-1314

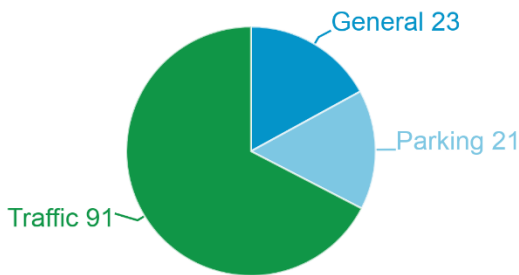
Total cases filed in Castle Rock Municipal Court: 2020-2022



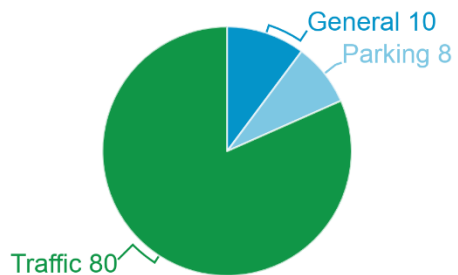
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	356	331	254	98	203	161	277	142	138	87	229	135	3,639
2021	135	138	222	191	264	331	127	200	121	147	193	88	2,411
2022	98												

Total cases filed in CR Municipal Court by type YTD: Jan. 2021 vs. Jan. 2022

2021 YTD



2022 YTD



Created and published your infographic



CR

Key Accomplishments

- ▶ In January, Community Relations supported the Fifth Street/Gilbert Street and Crystal Valley Interchange open houses
- ▶ The team also completed **four** publications: 2021 Year in Review mailer, Crystal Valley Interchange open house postcard, Cobblestone Ranch Park Proposed Partnership open house postcard, and Your Town Talk newsletter
- ▶ Additionally, Community Relations helped support Castle Rock Fire and Rescue's official Facebook page launch

COMMUNITY RELATIONS

Staff during January issued news releases about:

- ▶ [Provide input on proposed partnership to expand Cobblestone Ranch Park](#)
- ▶ [Community invited to review Town achievements and goals via reports, video](#)
- ▶ Castle Rock Fire and Rescue launches official Facebook page @CRFireCO
- ▶ [Get a jump start on summer; youth camp registration now open](#)
- ▶ Learn about Crystal Valley Interchange project at Jan. 27 open house
- ▶ [Join the adventure; the Town's preschool registration opens Jan. 18](#)
- ▶ Daddy Daughter Ball set for Saturday, Feb. 5; tickets now on sale
- ▶ Join the Town of Castle Rock for the Fifth Street Improvements Project and Gilbert Street Speed Reduction Improvements Project open house
- ▶ Jan. 4 and Jan 18 Council updates

Hyperlinked items were available as of Feb. 7.



Community Relations ■ January 2022 Report

MEDIA

3 
Media Requests

TRADITIONAL OUTREACH

2 
Communications Plans, year to date

10 
News Releases Distributed

ONLINE OUTREACH

102
Webpages Approved



95
Calendar Items Approved

3 
Fact or Fiction Questions Published

GRAPHICS

75 
Visuals Created

2 
Videos Completed

4 
Publications Completed

SOCIAL MEDIA OUTREACH



147
Social Media Updates



30 
Questions Answered on Social Media



Facebook
A Top Post 

22,597
Followers

A post about the Cobblestone Ranch Park proposed athletic field partnership had the highest reach. It reached 16,800 people with 230 reactions, 333 comments and 20 shares.

SOCIAL MEDIA REVIEW

7,750
Followers

Instagram




Top Post

A post about The Star's last weekend lit was the most popular, reaching 4,600 people with 108 likes and 49 shares.



Nextdoor

Top Post 

34,367
Total members

A post about the launch of CRFD's official Facebook page was the most popular, reaching 13,847 people with 29 reactions.

9,338
Followers

Top Tweet 

Twitter



A tweet about the launch of CRFD's official Facebook page was the most popular with 2,344 impressions, 8 likes and 2 retweets.



HR

Key Accomplishments

- ▶ HR sat on **one** interview panel in January: Payroll Technician
- ▶ HR scheduled 2022 Castle Rock University classes

HUMAN RESOURCES

Welcome!

Employee Orientation

17 new full-time employees came on board during January

Congratulations!

Performance Evaluations

HR on **Feb. 9** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in January reviewed **63** performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met

Thank you!

Employee Recognition

There were **no** recognitions in January

Well done!

Training

There were no training classes in January