

FMDoITMCCOMHR

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



COM

COMMUNICATIONS




Facilitates community outreach and involvement for departments Townwide



HR

HUMAN
RESOURCES

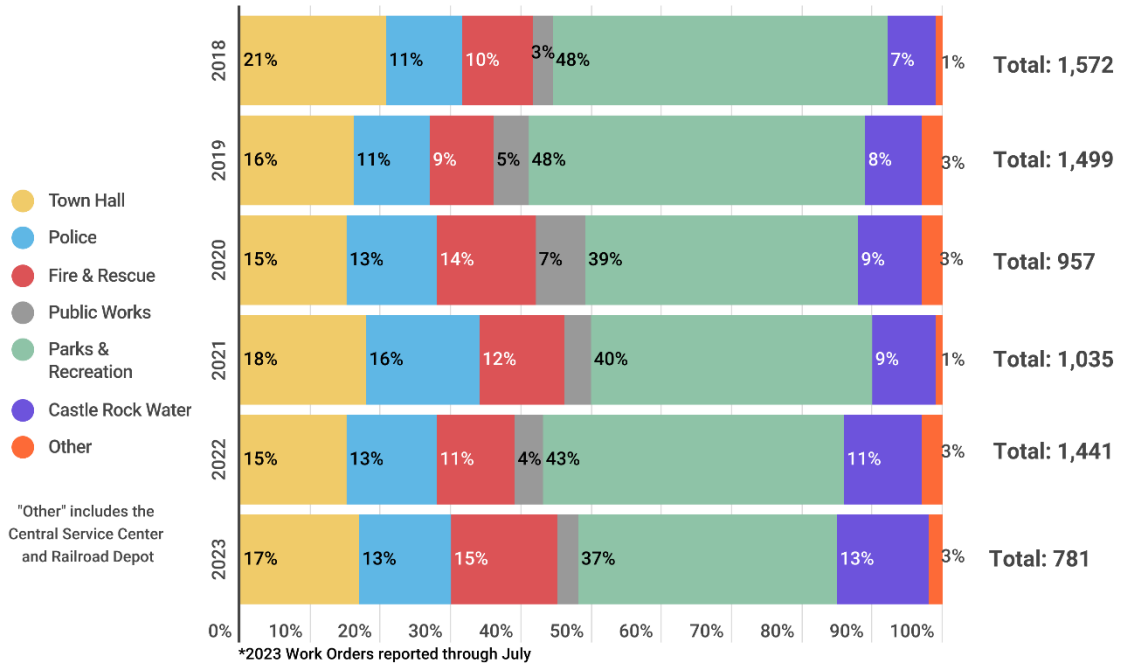


Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ In July, the Facilities team handled **219** work orders including **64** preventative maintenance activities and **19** custodial inspections
- ▶ There were no emergency work orders in July
- ▶ Performed interviews for the vacant Maintenance Tech I position – Welcome Trent Maloney!
- ▶ Promoted Lyle Authier to Maintenance Tech II position – Congrats!
- ▶ Completed gas regulator upgrade at the Rec Center
- ▶ Supported initial needs at the Cantril School building including rekeying, painting, fire alarm panel monitoring and more
- ▶ Continued support for the Police Department interior renovation project – expected completion in late summer 2023

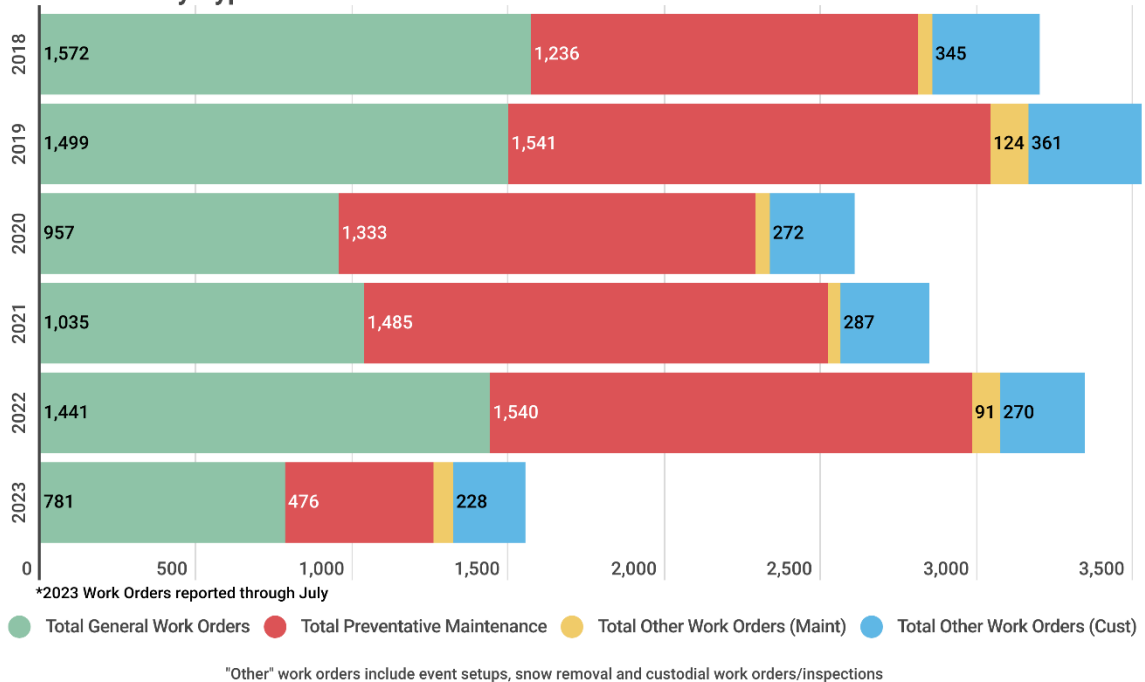
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type



- ▶ Conducted **four** Town-wide training classes
- ▶ Replaced Core Switch Infrastructure prior to failure
- ▶ Welcomed Cody Bird – Infrastructure Supervisor

DoIT

Help Desk

Addressed **431** total tickets, with an average time to resolve of **43** hours

There were **six** emergency tickets this month

There were **24** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **347** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **30** total tickets, with an average open-to-resolve time of **67** hours

There were no annexations in July

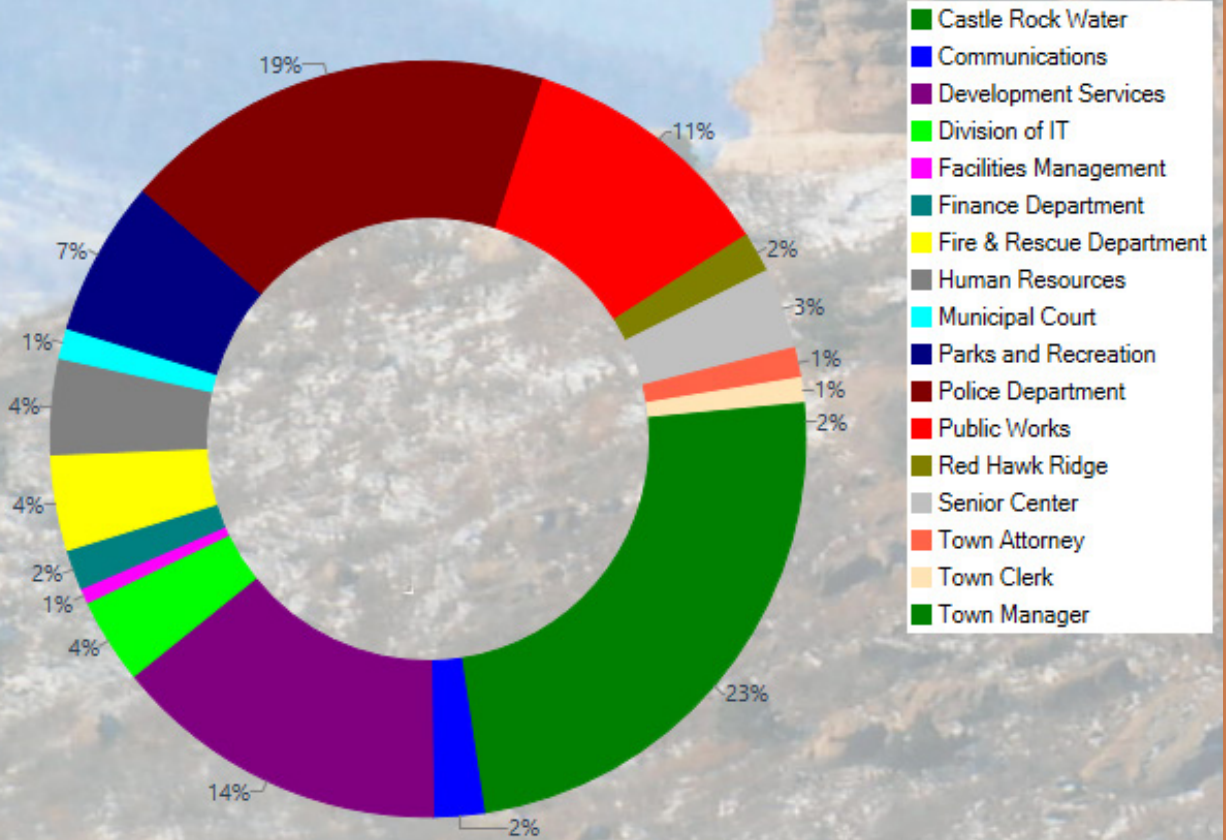
There were no zoning changes in July

There were no parcel updates in July

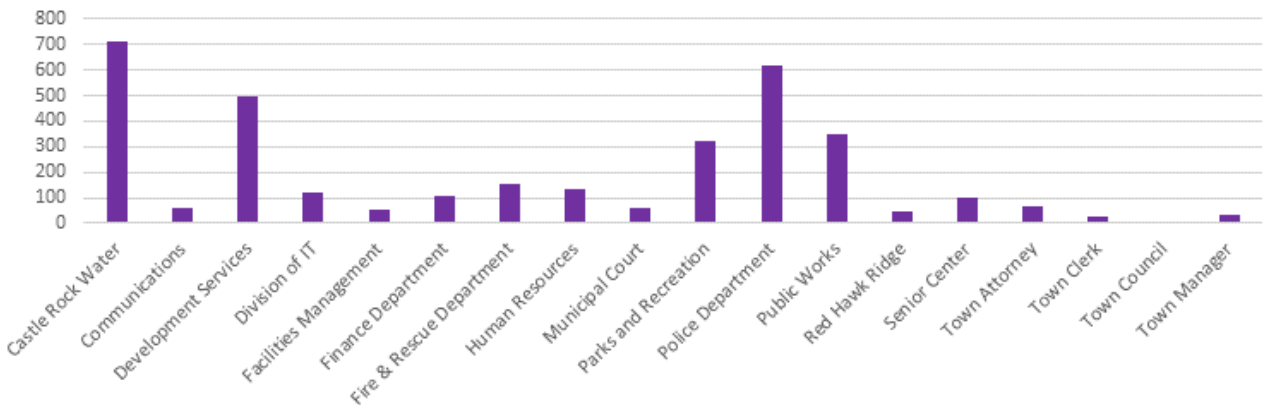
DoIT

Tickets by Department

7/1/2023 - 7/31/2023

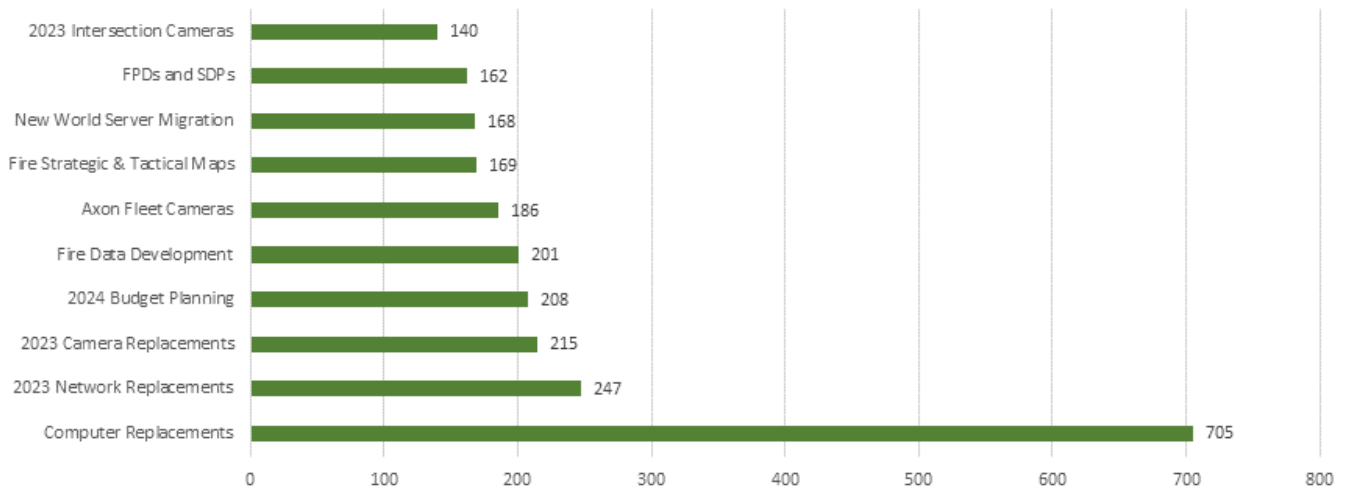


YTD Tickets = 3484

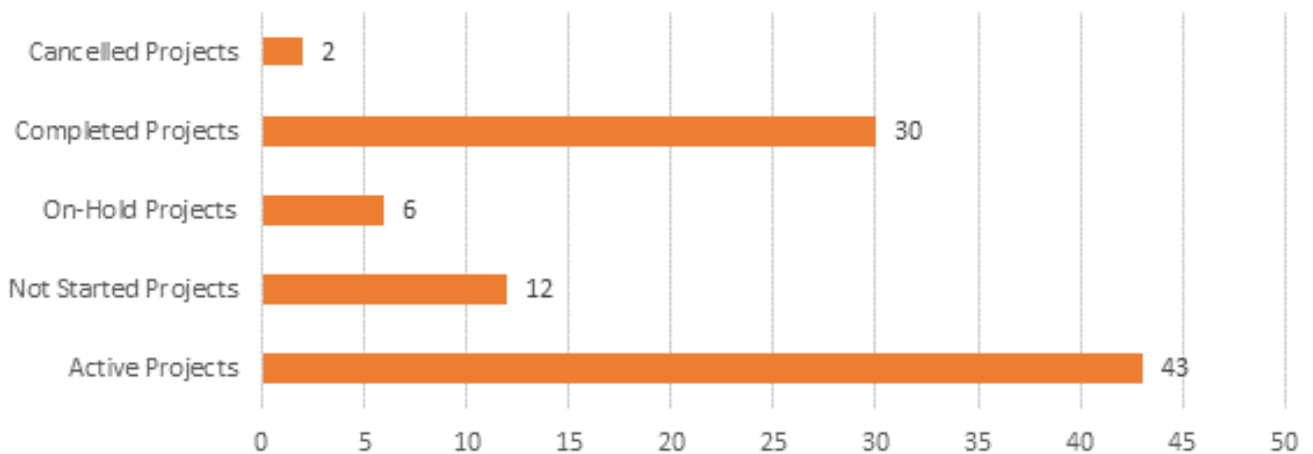


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC

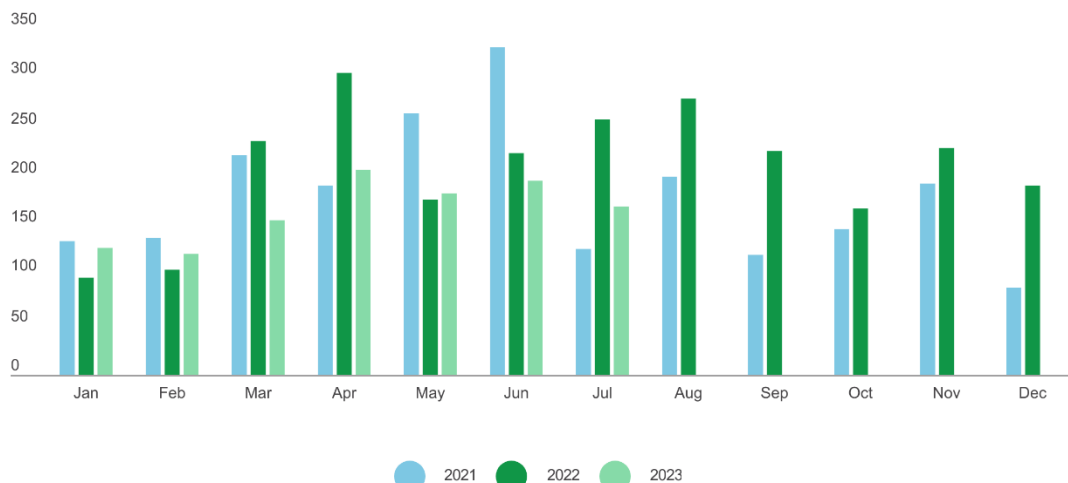
Key Accomplishments

- ▶ Teen Court volunteers participated in **three** peer panels in July
- ▶ The Municipal Court was awarded another grant from the Colorado Department of Local Affairs (DOLA) in the amount of \$3,300, for reimbursement of Court Appointed Counsel costs. These funds are to be used before June 30, 2025. This brings the total award amount to \$6,600 that Castle Rock has received for this grant
- ▶ Court was successfully held at Town Hall on July 19

MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report ~July 2023

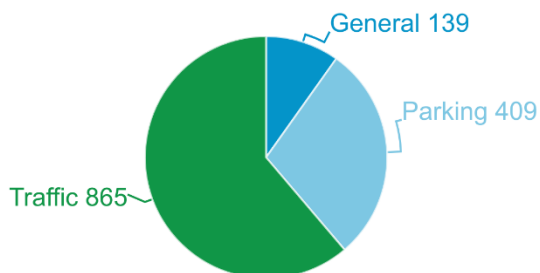
Total cases filed in Castle Rock Municipal Court: 2021-2023



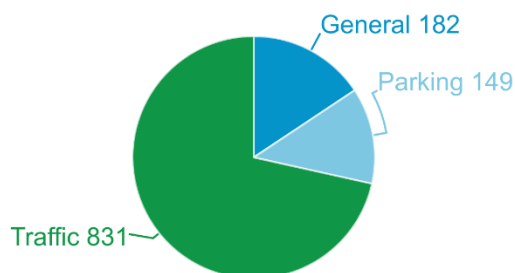
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021	135	138	222	191	264	331	127	200	121	147	193	88	2157
2022	98	106	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170						

Total cases filed in CR Municipal Court by type YTD: July 2022 vs. July 2023

2022 YTD



2023 YTD





COM

Key Accomplishments

- ▶ In July, Communications supported Town event outreach and attended a two-day website content management system training. Staff also completed **three** publications: Summer 2023 Outlook magazine, Plum Creek north park groundbreaking postcard and Your Town Talk newsletter.
- ▶ Staff during July issued news releases about:
 - [Iconic band Night Ranger to rock the Amphitheater Aug. 26](#)
 - [The Ultimate Stones join the Denver Pops to rock the Amphitheater Aug. 12](#)
 - [Get the latest Castle Rock news at the State of the Town Aug. 16](#)
 - Watch the Wild West come to life with a longhorn cattle drive July 28
 - July 18 Council update

Hyperlinked items were available as of Aug. 7

COMMUNICATIONS



Communications ■ July 2023 Report

MEDIA

12 
Media Requests

TRADITIONAL OUTREACH

32 
Communications
Plans, year to date

5 
News Releases
Distributed

ONLINE OUTREACH

105
Webpages
Approved



20
Calendar Items
Approved

0 
Fact or Fiction
Questions Published

GRAPHICS

23 
Visuals Created

3 
Videos Completed

3 
Publications
Completed

SOCIAL MEDIA OUTREACH

204 
Social Media
Updates



32 
Questions Answered
on Social Media



Facebook

25,351
Followers

SOCIAL MEDIA REVIEW

★
Top Post

A Western Heritage Welcome post reached 87,814 people with 1,189 engagements, 123 shares, 976 likes and 90 comments.

9,085
Followers

Instagram



★
Top Post

A Western Heritage Welcome post reached 5,608 people with 159 engagements, three comments, 12 saves, six follows and 138 shares.



Nextdoor

★
Top Post

39,795
Total members

A Rock Park accident post had 2,498 impressions, eight comments and seven reactions.

9,767
Followers

★
Top Tweet

Twitter

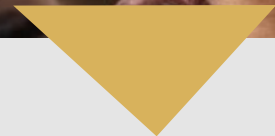


A Rock Park accident tweet had 2,244 impressions, 150 engagements six retweets.



HR

Key Accomplishments



► HR attended **seven** interview panels:

- Street Maintenance Tech I-III
- Seasonal Maintenance Worker – Streets
- Technical Engineering Manager
- Infrastructure Supervisor
- CIP Program Manager
- Facilities Maintenance Tech
- Water Plant Operator I-IV

HUMAN RESOURCES

Welcome!

Employee Orientation

20 new full-time employees came on board during July

Congratulations!

Performance Evaluations

HR in July reviewed **75** 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 **three** recognitions in July

Well done!

Training and Recruitment

HR held **three** trainings in July: Building Blocks of a Team, Building Effective Blended Teams, Beyond the Generation Gap