

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

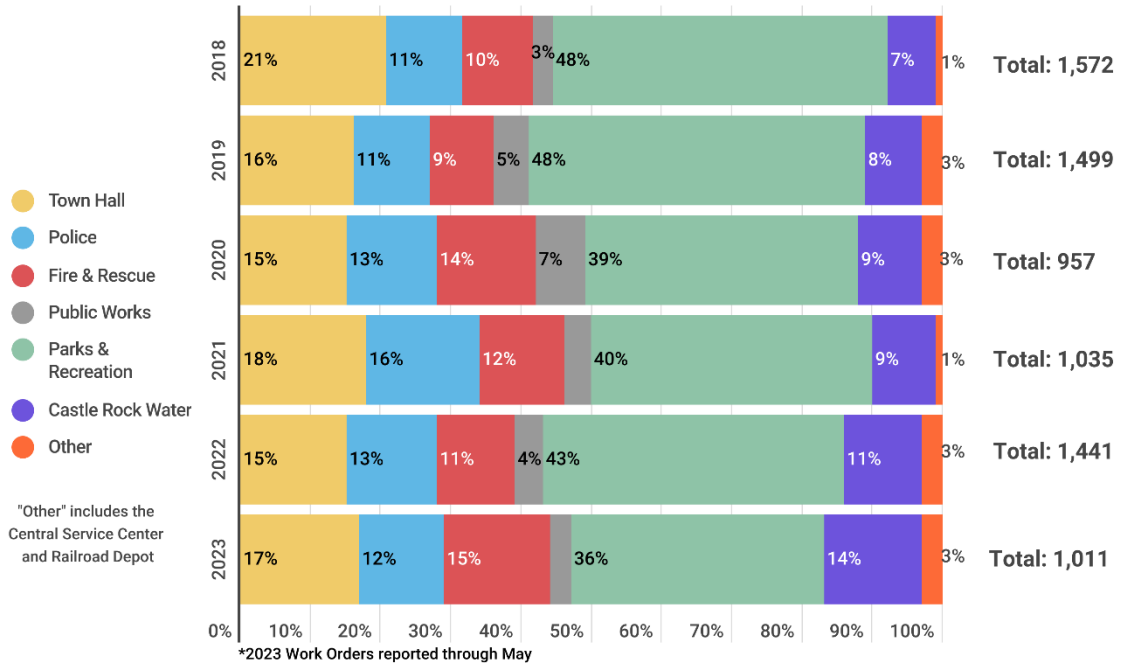


Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ In May, the Facilities team handled **210** work orders including **57** preventative maintenance activities and **30** custodial inspections
- ▶ The Facility Maintenance team responded to **two** emergency work orders – one at the Butterfield Park Pool and one at the Police Department
- ▶ Completed annual CIRSA Insurance building inspections
- ▶ Completed repair of sanitary lift station at Fire Station #155
- ▶ Completed fire panel replacement at Fire Station #151
- ▶ De-winterized and supported openings of Butterfield and Burgess outdoor pools
- ▶ Continued support for the Police Department interior renovation project – expected completion in late summer 2023

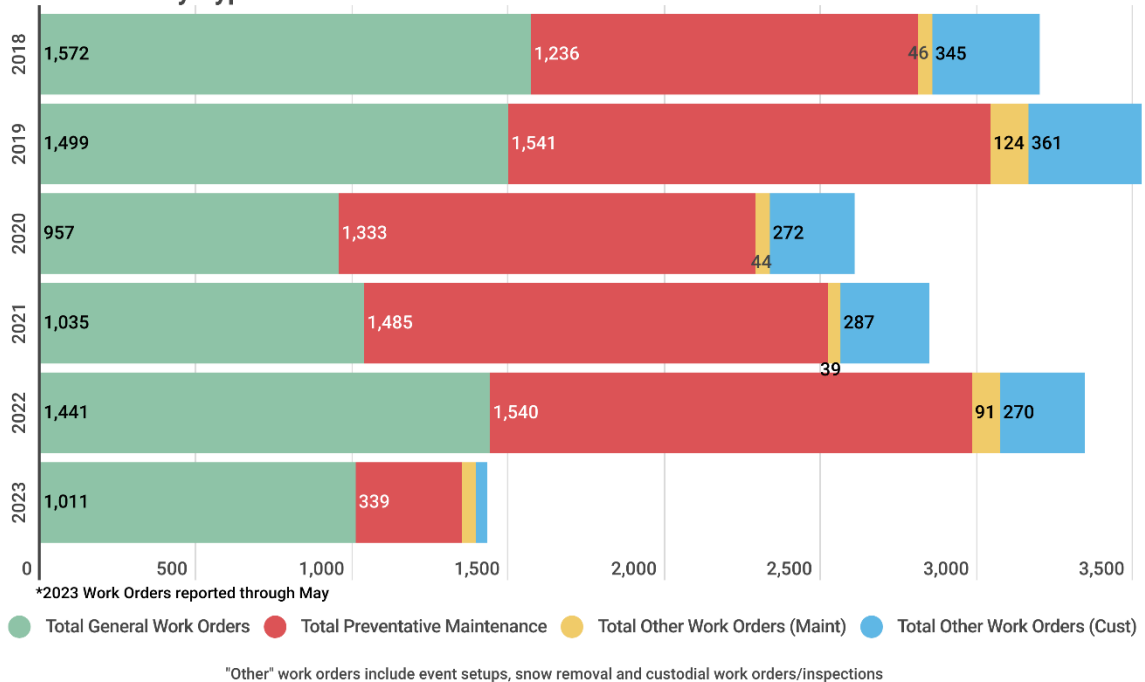
# Facilities Division

## Work Order % by Department



# Facilities Division

## Work Orders by Type



- ▶ Conducted **three** Town-wide training classes
- ▶ Provided technology for the outdoor pool openings (Butterfield and Burgess)
- ▶ Reclassified Brittany Murphy and Austen Shoults to GIS Administrators
- ▶ Application Updates – Fasterweb and Google Analytics

# DoIT

## Help Desk

Addressed **527** total tickets, with an average time to resolve of **53** hours

There were **three** emergency tickets this month

There were **36** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **423** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

Addressed **35** total tickets, with an average open-to-resolve time of **128** hours

There were no annexations in May

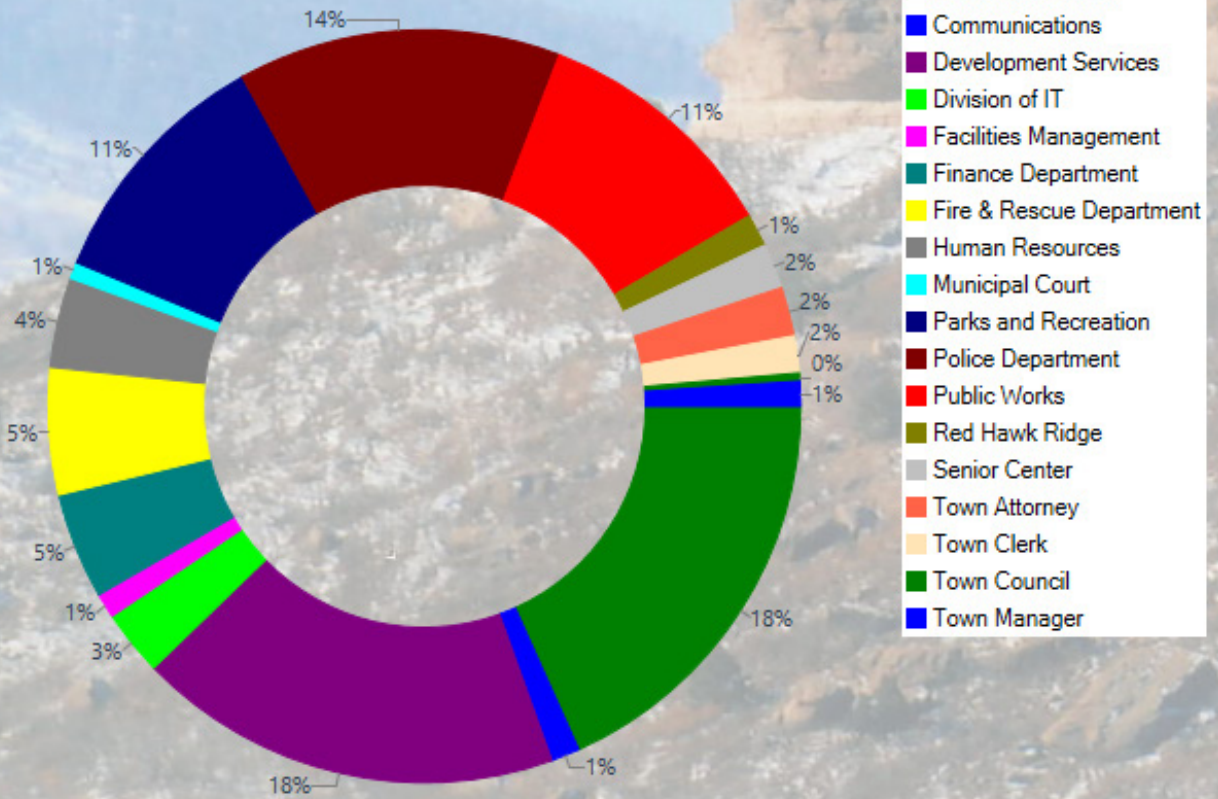
There were no parcel updates in May

There was **one** zoning change in May (100%), which was reflected within the GIS database map within two weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

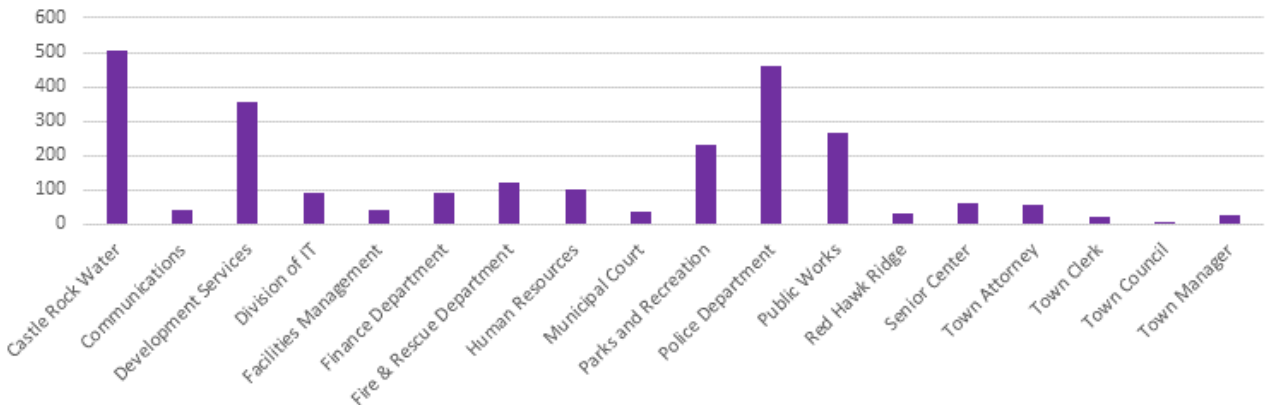
# DoIT

Tickets by Department

5/1/2023 - 5/31/2023

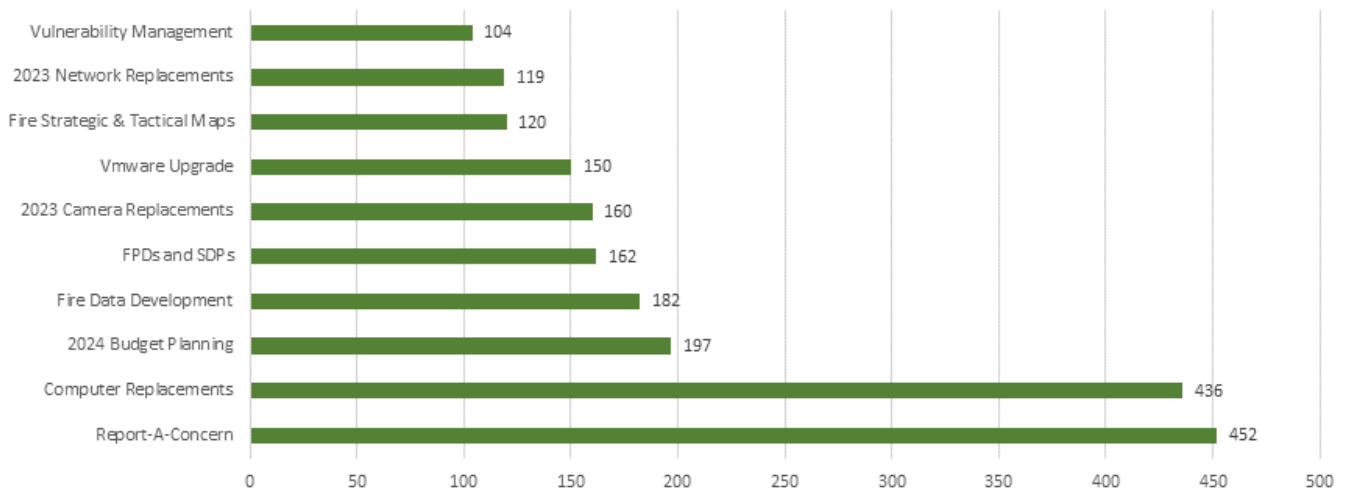


YTD Tickets = 2537

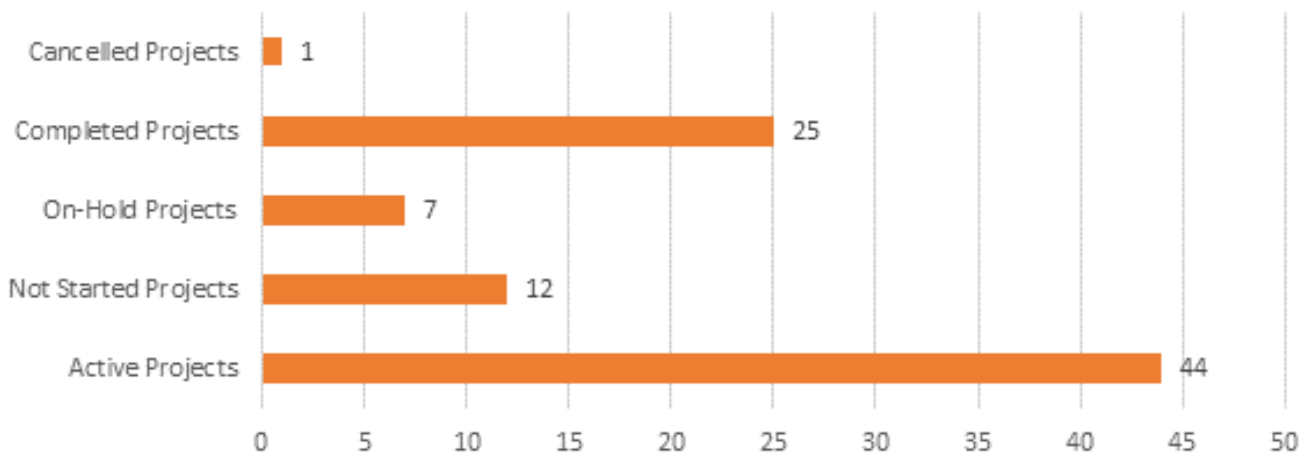


# DoIT

Top 10 Active Projects by Hours



DoIT Project Summary







MC

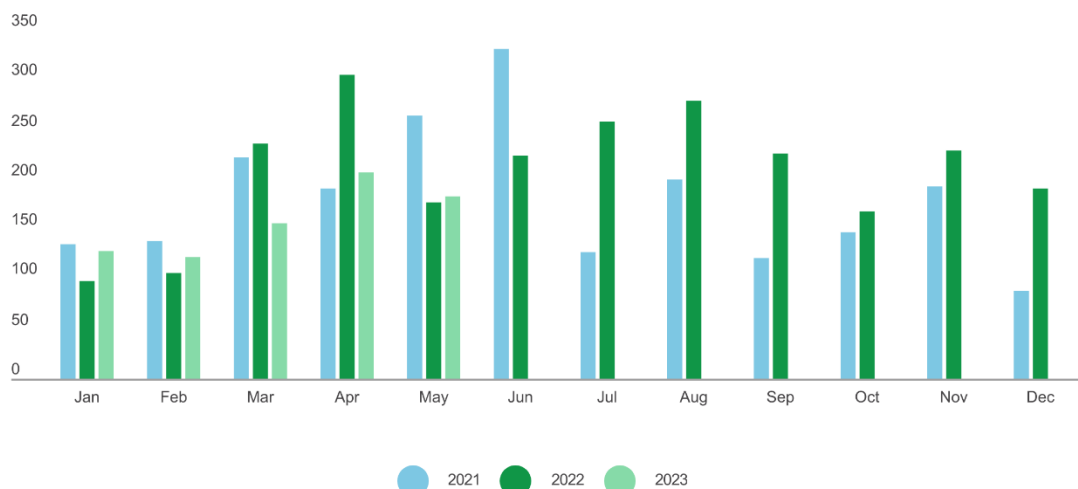
# Key Accomplishments

- ▶ **Teen Court** recruited and successfully trained **twenty** new Teen Court volunteers. Volunteers completed nine hours of training covering the principles of restorative justice, the process of Teen Court, motivational interviewing, and mock panels
- ▶ Court staff is working on finalizing plans to hold court at Town Hall while the courtroom is under construction during the months of June, July and August

# MUNICIPAL COURT

## Castle Rock Municipal Court Monthly Report -May 2023

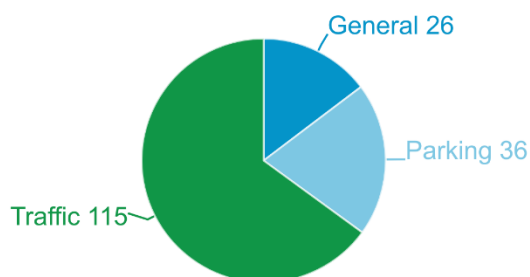
### Total cases filed in Castle Rock Municipal Court: 2021-2023



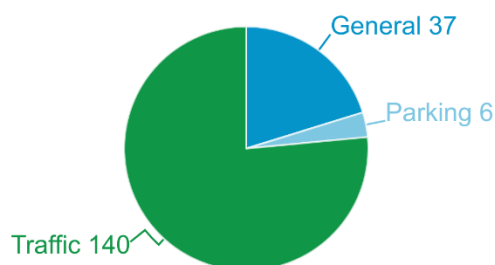
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021	135	138	222	191	264	331	127	200	121	147	193	88	2157
2022	98	106	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183								

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

2022 YTD



2023 YTD





COM

# Key Accomplishments



- ▶ In May, Communications supported the ColoradoScape Contest, Historic Preservation Month activities, Still Wild public art dedication, Craig and Gould North community celebration and the water storage reservoir groundbreaking. Staff also completed two publications: Butterfield Crossing Park grand reopening postcard and Your Town Talk newsletter

*Hyperlinked items were available as of June 7*



# COM

# Key Accomplishments

- ▶ Staff during May issued news releases about:
  - [Independence Day will be rockin' at Philip S. Miller Park](#)
  - [Tune in to support parks and trails with free concerts and family fun at PSM Park](#)
  - [Shop local, eat local at the Festival Park Farmers Market beginning Sunday](#)
  - [Weigh in on design concepts to help improve Downtown wayfinding by June 9](#)
  - [Rock out like it's the 80s with HAIRBALL at the Amphitheater June 28](#)
  - [Free summer fitness returns to Castle Rock](#)
  - [Provide input on use of funding for community development needs on May 30](#)
  - [Explore Metzler Family Open Space on National Trails Day; trailhead parking now open](#)
  - [Calling all superheroes! Butterfield Crossing Park and Possibilities Playground open June 9](#)
  - [See Rick Springfield take the stage at the Amphitheater June 22](#)
  - [Rocking into summer: First Fridays kick off June 2](#)
  - [Have you visited the refreshed Town website? Tell us about your experience](#)
  - [New storage site coming for Castle Rock's renewable water](#)
  - [Town aims to keep Castle Rock beautiful by reducing sign pollution](#)
  - Application open to volunteer with Town's Teen Court; training starts June 5
  - Celebrate Historic Preservation Month with events in May
  - [Town of Castle Rock closes on purchase of historic Cantril School](#)
  - May 2 and May 16 Council updates

*Hyperlinked items were available as of June 7*

# COMMUNICATIONS



## Communications ■ May 2023 Report

### MEDIA

**5**   
Media Requests

### TRADITIONAL OUTREACH

**26**   
Communications  
Plans, year to date

**19**   
News Releases  
Distributed

### ONLINE OUTREACH

**159**   
Webpages  
Approved

**69**   
Calendar Items  
Approved

**0**   
Fact or Fiction  
Questions Published

### GRAPHICS

**59**   
Visuals Created

**7**   
Videos Completed

**2**   
Publications  
Completed

### SOCIAL MEDIA OUTREACH

**187**   
Social Media  
Updates



**34**   
Questions Answered  
on Social Media



**Facebook** **24,397**  
Followers

**Top Post** ★ A post about National Trails Day reached 100,012 people with 226 engagements, 12 shares, 206 likes and eight comments.

### SOCIAL MEDIA REVIEW

**8,866**  
Followers

**Top Post** ★ A video announcing the Summer Concert Series reached 5,374 people with 345 engagements, six comments, 46 saves, four follows and 62 shares.

**Instagram**



**Nextdoor** **Top Post** **39,203**  
Total members

The ColoradoScape Contest winner announcement was the most popular post with 2,874 impressions and 41 reactions.

**9,702**  
Followers

**Top Tweet** ★

**Twitter**



A tweet about the Teen Court application extension was the most popular with 1,255 impressions, 21 engagements and five retweets.



# HR

# Key Accomplishments



► HR attended **eight** interview panels:

- Assistant Director – Public Works
- SCADA Analyst
- GIS Administrator
- Seasonal Water Maintenance Worker
- HR Generalist
- Water Plant Operator
- Recreation Specialist – Aquatics
- Electrical Specialist - Facilities



# HUMAN RESOURCES

Welcome!

## Employee Orientation

**Five** new full-time employees came on board during May

Congratulations!

## Performance Evaluations

HR in May reviewed **44** 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 was **one** recognition in May

Well done!

## Training and Recruitment

HR did not hold any trainings in May