



FM



DoIT



MC



COM



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

COM

COMMUNICATIONS

Facilitates community outreach and involvement for departments Townwide

HR

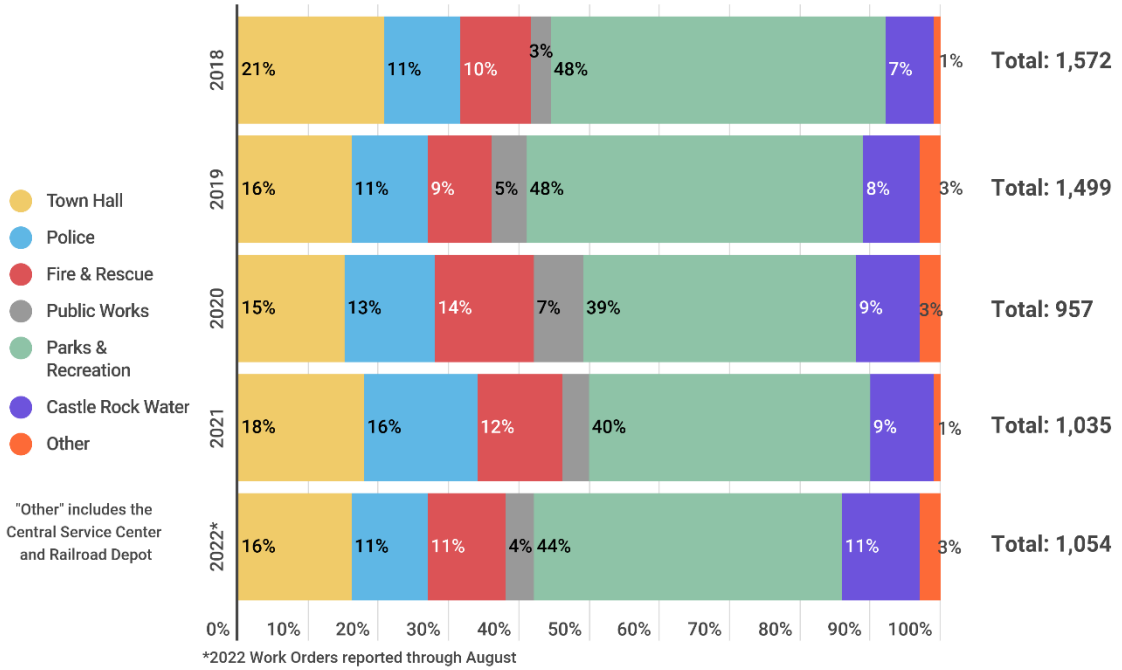
HUMAN
RESOURCES

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

- ▶ Completed **137** preventative maintenance activities and **22** custodial inspections in addition to regular work order requests. In total, the Facilities team handled **309** work orders in August
- ▶ Total YTD work orders are up **24%** over the same period in 2021
- ▶ Completed generator services
- ▶ Completed Police, Fire Headquarters and Town Hall elevator door upgrades
- ▶ Completed Town Hall plant wall reconstruction
- ▶ Supported Rec Center shutdown including window cleaning, tile/grout cleaning and other projects
- ▶ Solicited bids and selected vendor for Police Department basement and ADA improvements project
- ▶ Provided support for numerous other projects including fleet EV charging stations at the Police Department, Town Hall office design/construction and others

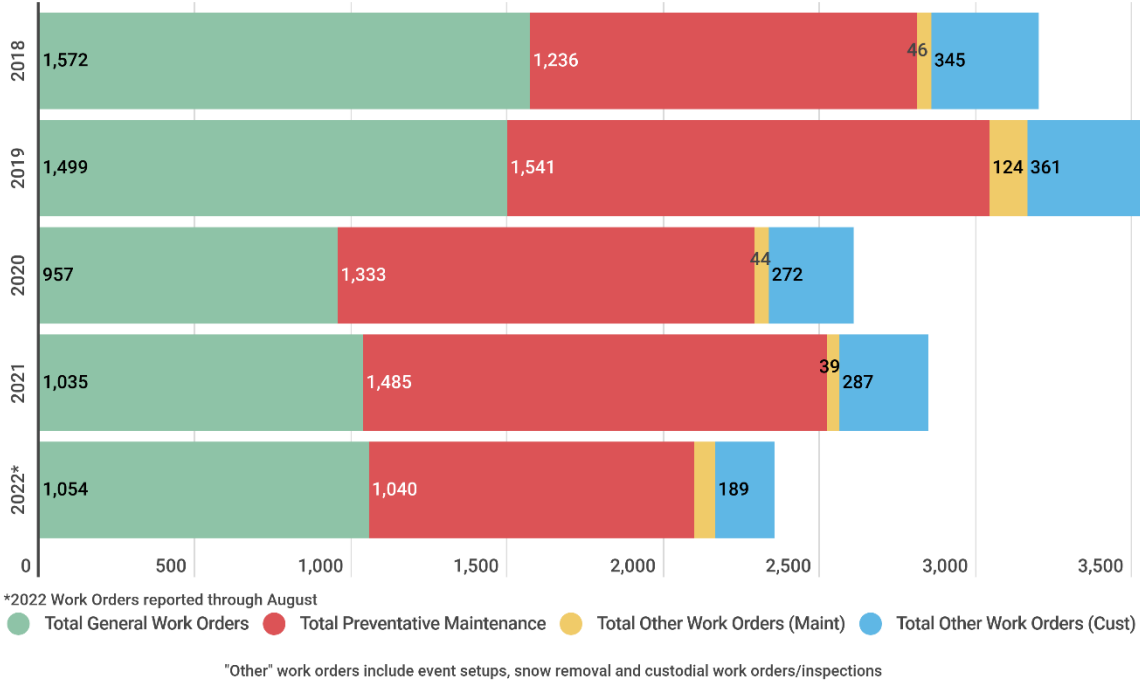
Facilities Division

General Maintenance Work Order % by Department



Facilities Division

All Work Orders





DoIT

Key Accomplishments

- ▶ Conducted **three** Town-wide training classes
- ▶ Pushed an emergency iPhone upgrade for a major security risk
- ▶ DoIT staff participated in Your Town Academy, *Your Town Inside*
- ▶ Successful upgrades to Milestone Video Management, and Full Court

DoIT

Help Desk

Addressed **526** total tickets, with an average time to resolve of **44** hours

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

There were **21** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **457** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

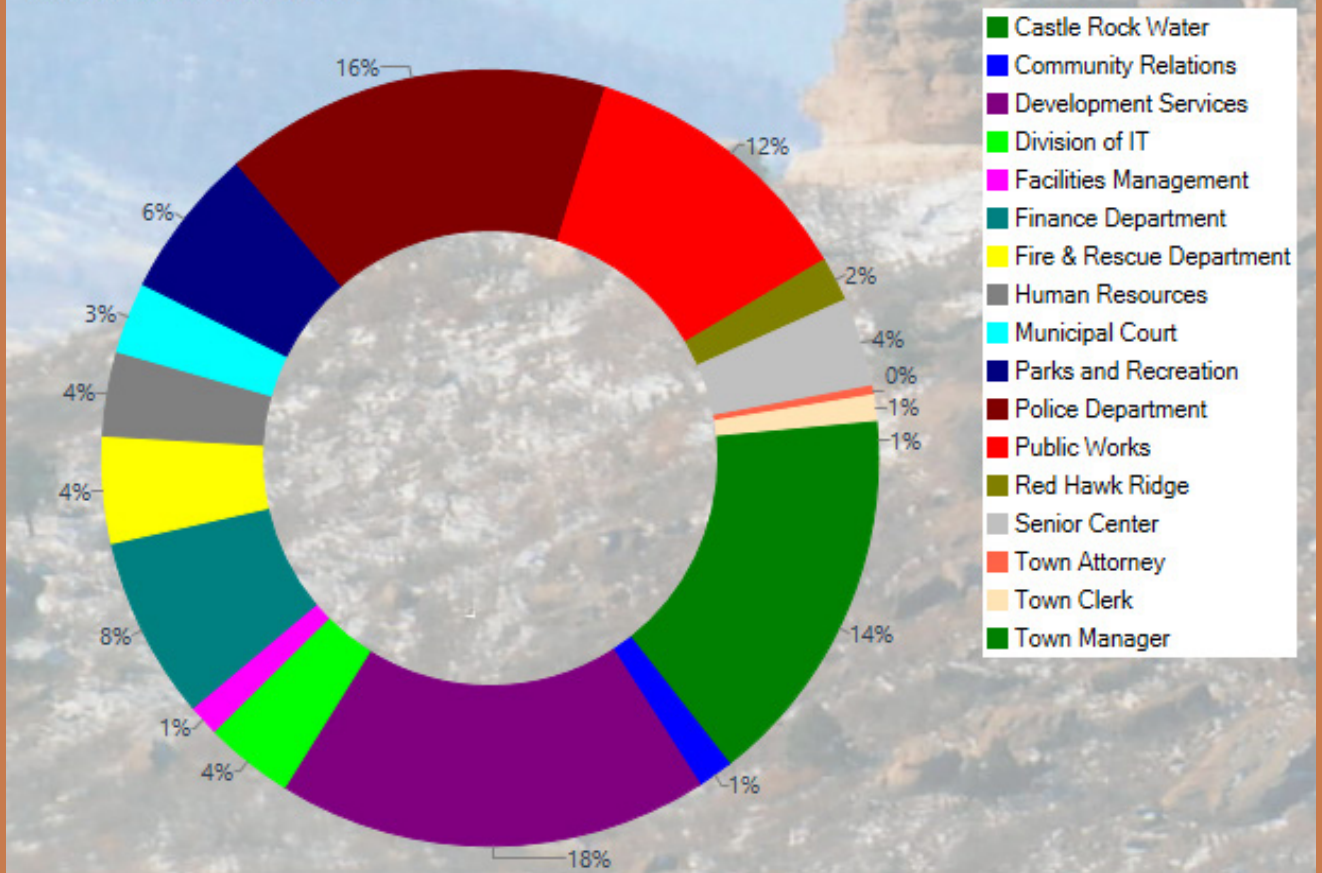
Addressed **23** total tickets, with an average open-to-resolve time of **35** hours

There were no annexations or zoning updates in August

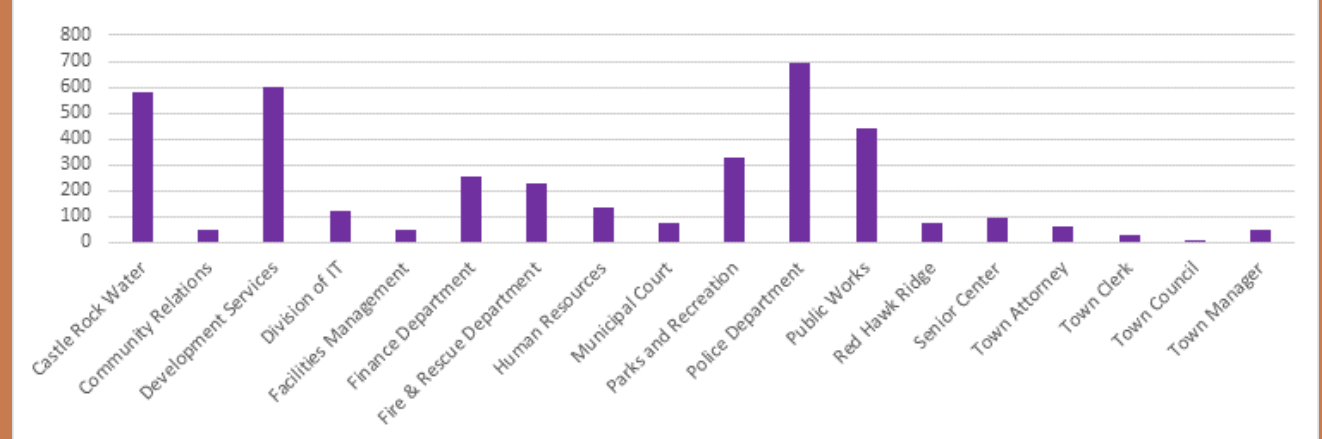
There was **one** parcel update in August (100%), which was reflected within the GIS database map within four weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

Tickets by Department

8/1/2022 - 8/31/2022

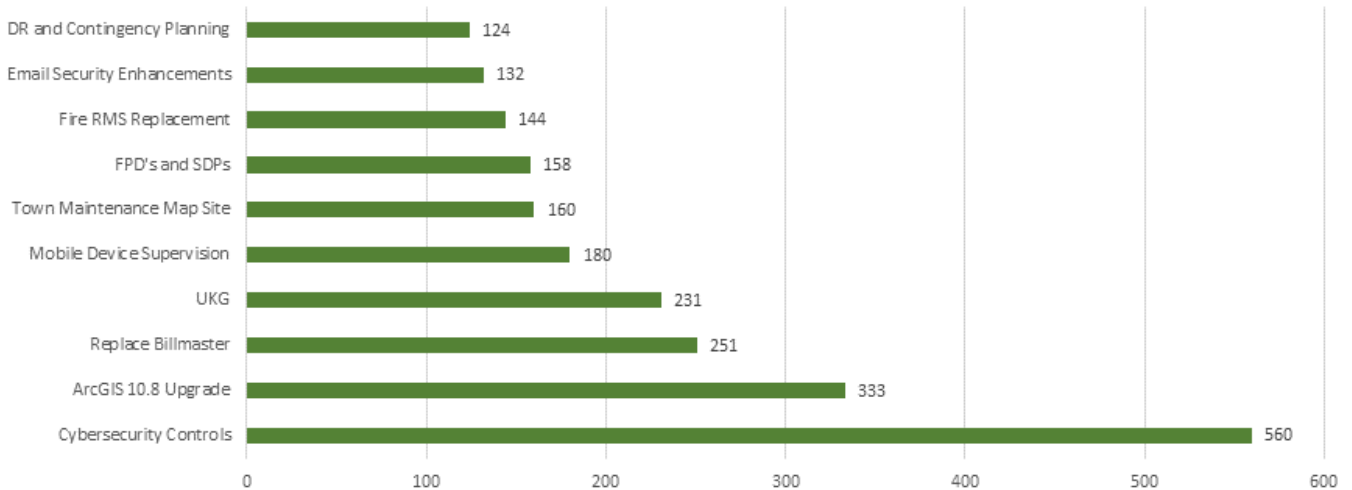


YTD Tickets = 3665

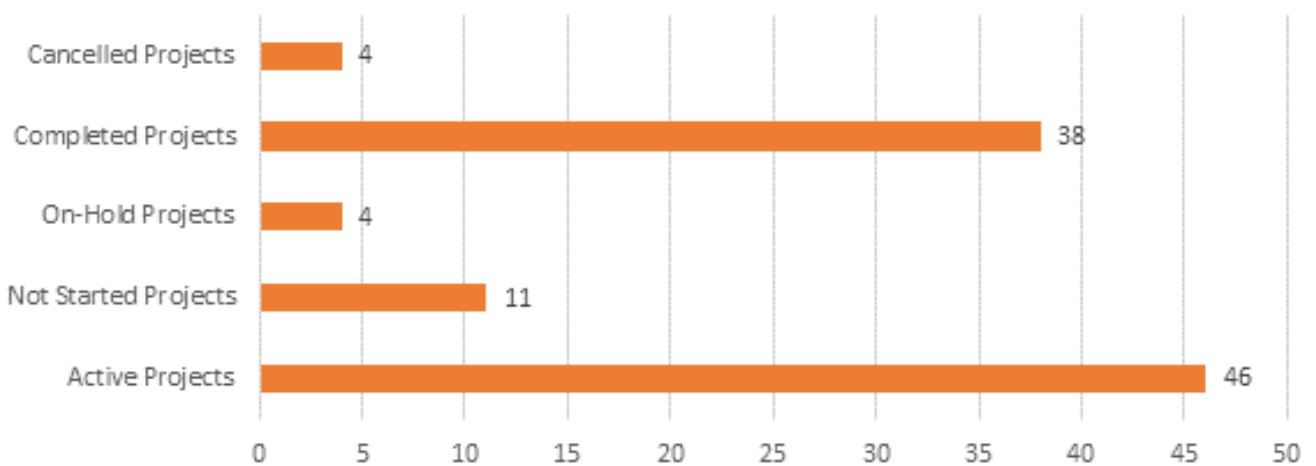


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC



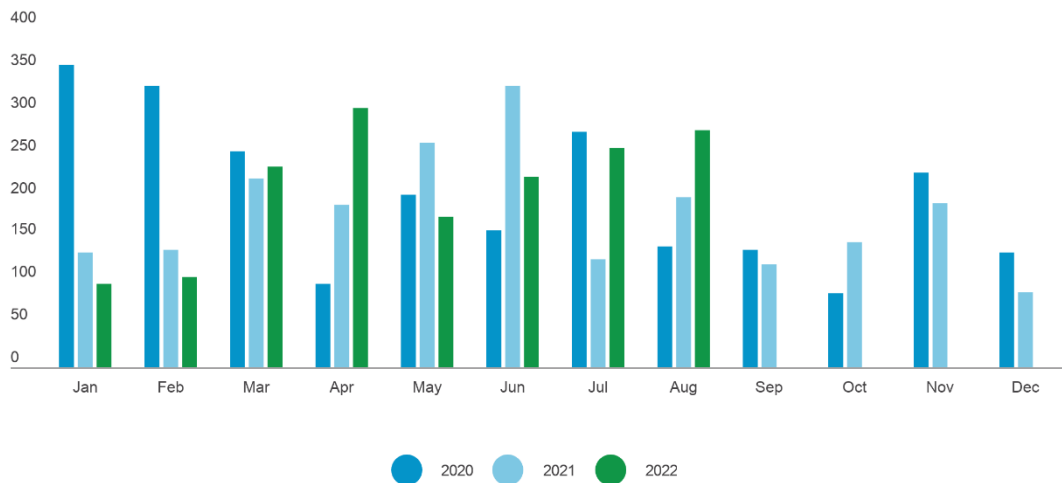
Key Accomplishments

- ▶ Teen Court Teen Court volunteers successfully held their first hearing regarding a theft violation
- ▶ The Municipal Court successfully held its first jury trial in the past 19 years. The jury found the defendant guilty of careless driving and they found him not-guilty on the charge of assault

MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report -August 2022

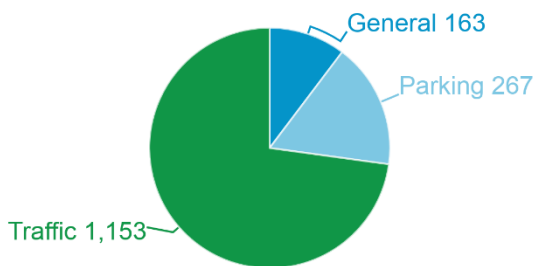
Total cases filed in Castle Rock Municipal Court: 2020-2022



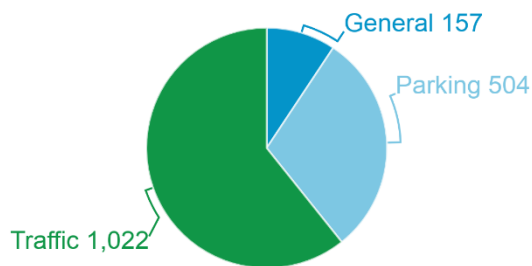
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	356	331	254	98	203	161	277	142	138	87	229	135	3,639
2021	135	138	222	191	264	331	127	200	121	147	193	88	2,411
2022	98	106	236	305	177	224	258	279					

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

2021 YTD



2022 YTD





COM

Key Accomplishments

- ▶ In August, Communications supported the District 6 open house.
- ▶ The team also completed **five** publications: fall/winter events mailer, District 6 open house postcard, District 2 open house postcard, Castle Rock Water open house postcard and Your Town Talk newsletter
- ▶ A new record was set for CRgov.com visitors in August, with **156,121** website visits. Additionally, **193** people signed up to receive News and Announcement emails. The Town's Facebook audience grew by **244** and reached **414,183** people in August. The Town's Instagram audience grew by **103** and reached **47,257** individuals
- ▶ Staff during August issued news about:
 - [Water purification facility grand re-opening event offers tours, workshops and games](#)
 - Help Castle Rock Fire and Rescue 'fill the boot' Labor Day weekend
 - [Glow bright for a good cause; Therapeutic Recreation fundraiser set for Sept. 16](#)
 - Castle Rock Fire and Rescue earns international reaccreditation status
 - [All you have to do is 'try' at annual youth triathlon](#)
 - There's a 'Whole Lotta Love' in Castle Rock with Kashmir and the Denver Pops Aug. 27
 - [Up for consideration: Dawson Trails zoning, Crystal Valley interchange funding, Costco incentive](#)
 - Mark your calendar; annual maintenance closures at the Recreation Center Aug. 15-26
 - Aug. 16 Council update

Hyperlinked items were available as of Sept. 6

COMMUNICATIONS



Communications ■ August 2022 Report

MEDIA

6 
Media Requests

TRADITIONAL OUTREACH

35 
Communications Plans, year to date

9 
News Releases Distributed

ONLINE OUTREACH

83 
Webpages Approved

25 
Calendar Items Approved

1 
Fact or Fiction Question Published

GRAPHICS

56 
Visuals Created

2 
Videos Completed

5 
Publications Completed

SOCIAL MEDIA OUTREACH

146 
Social Media Updates



61 
Questions Answered on Social Media



Facebook

23,497
Followers

A Top Post 

A post about the proposed Dawson Trails development was the most popular, reaching 12,507 people with 359 reactions, 475 comments and 41 shares.

SOCIAL MEDIA REVIEW

8,291
Followers

★ Top Post

A post about the goats crossing Woodlands Boulevard was the most popular, reaching 3,776 people with 379 likes.

Instagram



Nextdoor

Top Post



36,734
Total members

A post about the Dawson Trails development was the most popular, reaching 3,208 people with 10 reactions and 10 comments.

9,663
Followers

Top Tweet



Twitter



the August events video was the most popular Tweet with 1,960 impressions, 44 engagements and two retweets.



HR

Key Accomplishments

HR sat on nine interview panels in August:

- Aquatics Specialist
- Streets Maintenance Technician
- Lead Senior Maintenance Technician Interview
- Combination Building Inspector w/ Electrical
- Parks Maintenance Worker II
- Development Services Business Analyst
- Development Review Manager
- Building Inspector/Combination Building Inspector
- Development Services Community Outreach Specialist

HUMAN RESOURCES

Welcome!

Employee Orientation

Ten new full-time employees came on board during August

Congratulations!

Performance Evaluations

HR on **Aug. 3** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in August reviewed **35** 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 **five** recognitions in August

Well done!

Training

In August HR hosted **three** trainings: Communication Skills for Groups, Power Planning and Inspired Planning "Strategic Success" Part I