

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

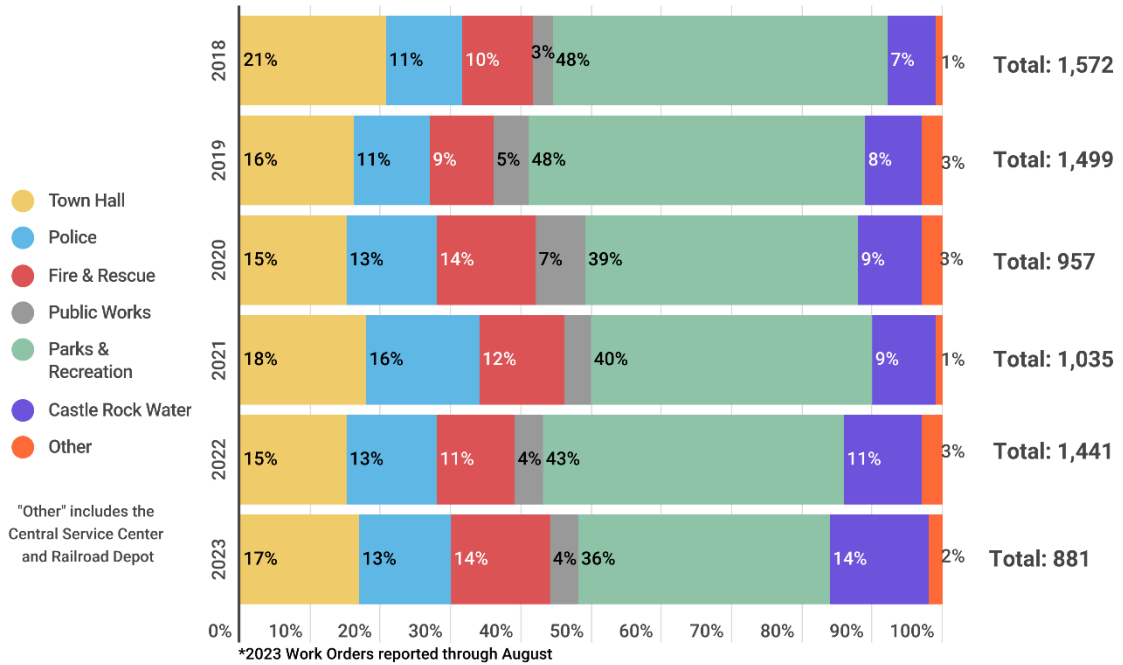


Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ In August, the Facilities team handled **247** work orders including **100** preventative maintenance activities and **28** custodial inspections
- ▶ The Facility Maintenance team responded to **two** emergency work orders in July
- ▶ Completed interviews for vacant Maintenance Tech I position – welcome Eduardo Hernandez to the team!
- ▶ Delivered annual Facilities overview presentation to the 2023 Your Town Academy class
- ▶ Assisted with CIRSA property appraisal process
- ▶ Supported initial needs at the Cantril School building including painting, floor refinishing, setup for the State of the Town event and more
- ▶ Continued support for the Police Department interior renovation project – expected completion in September 2023

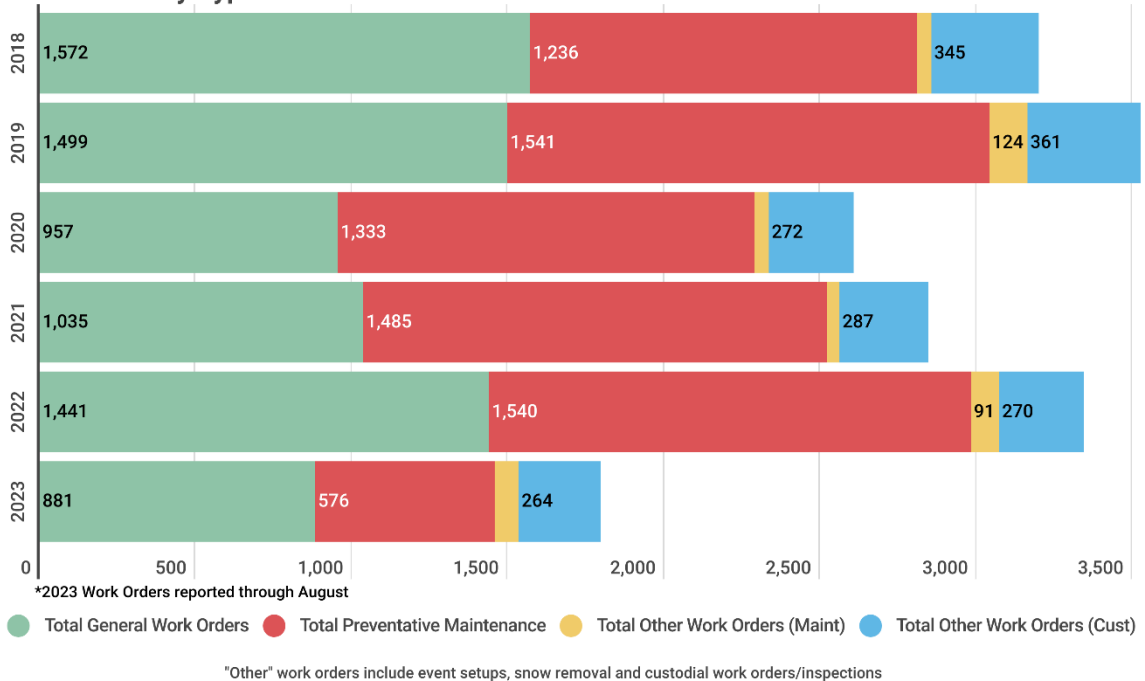
# Facilities Division

## Work Order % by Department



# Facilities Division

## Work Orders by Type



- ▶ Conducted **five** Town-wide training classes
- ▶ Implemented Single-Sign-On for multiple Town applications
- ▶ Supported technology for the State of Town meeting and presented at the Town Academy
- ▶ Successful update to the Parks and Recreation Fusion software

# DoIT

## Help Desk

Addressed **533** total tickets, with an average time to resolve of **42** hours

There were **six** emergency tickets this month (**100%** is the goal)

There were **38** urgent priority tickets this month, **97%** of which were resolved within two calendar days (85% is goal)

There were **429** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

Addressed **28** total tickets, with an average open-to-resolve time of **72** hours

There was **one** annexation in August (100%), which was reflected within the GIS database map within one week of receipt; the goal is to have 90% of annexations reflected within that timeframe

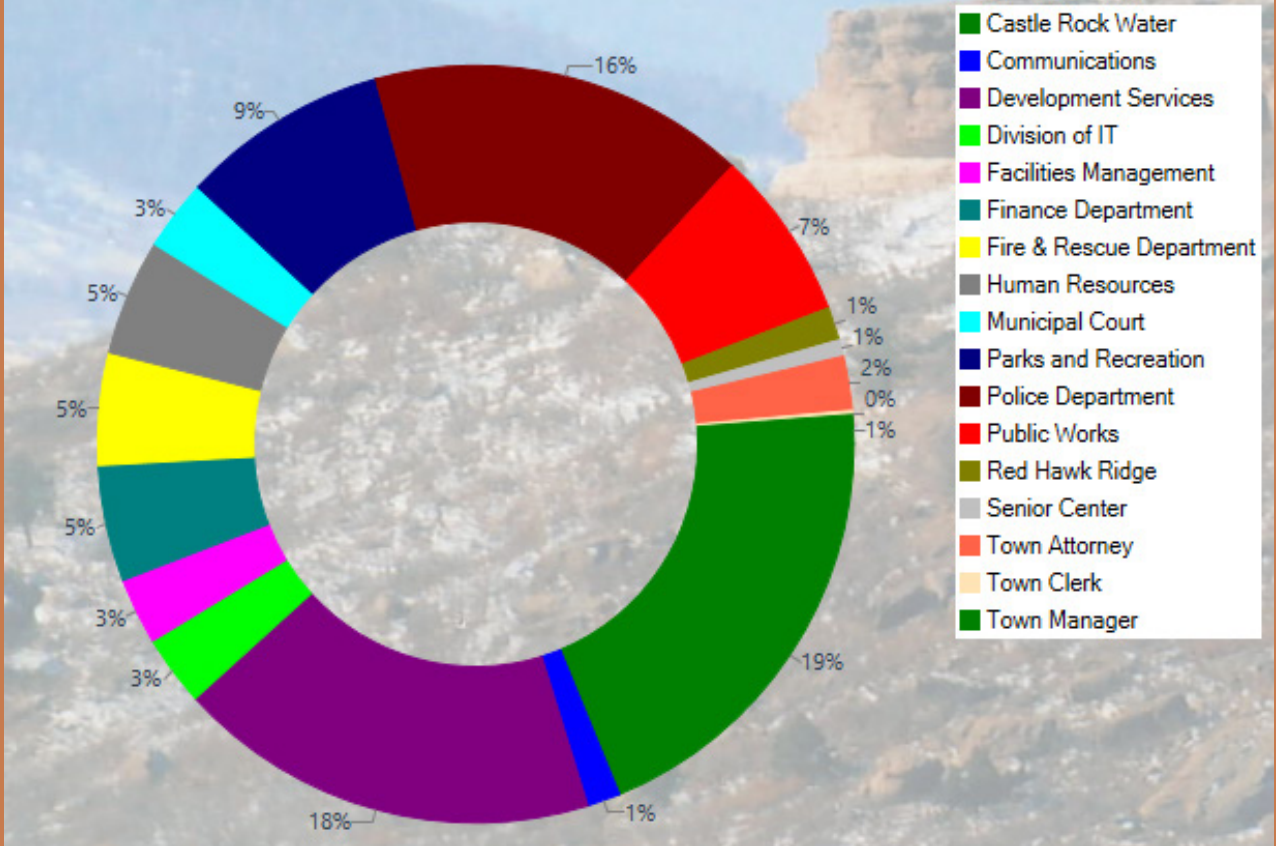
There was **one** zoning change in August (100%), which was reflected within the GIS database map within two weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

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 parcel changes reflected within that timeframe

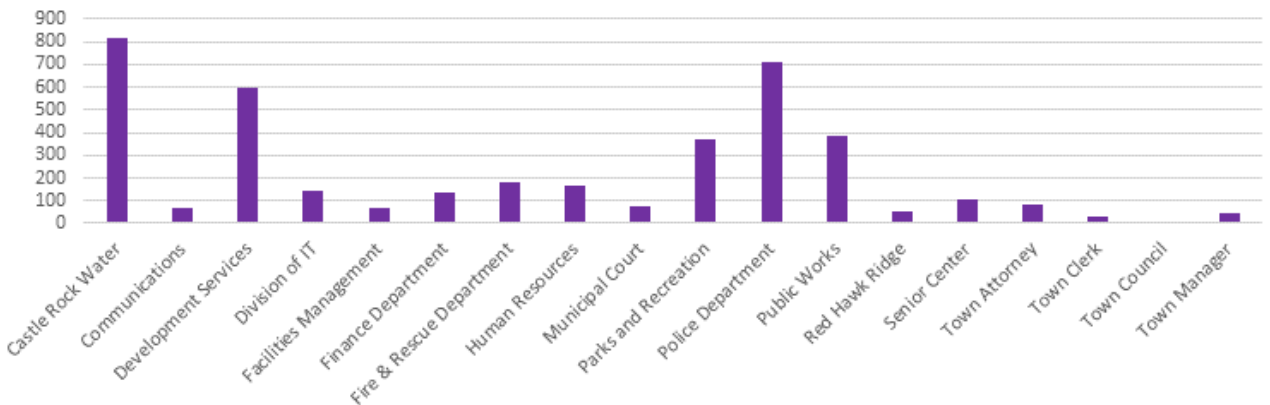
# DoIT

## Tickets by Department

8/1/2023 - 8/31/2023

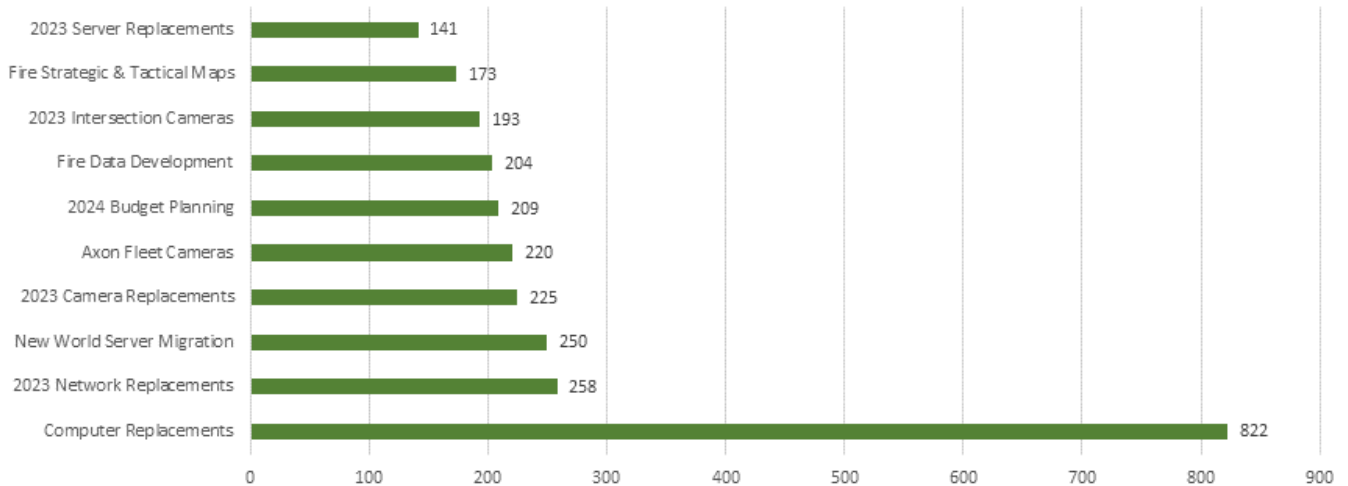


YTD Tickets = 4051

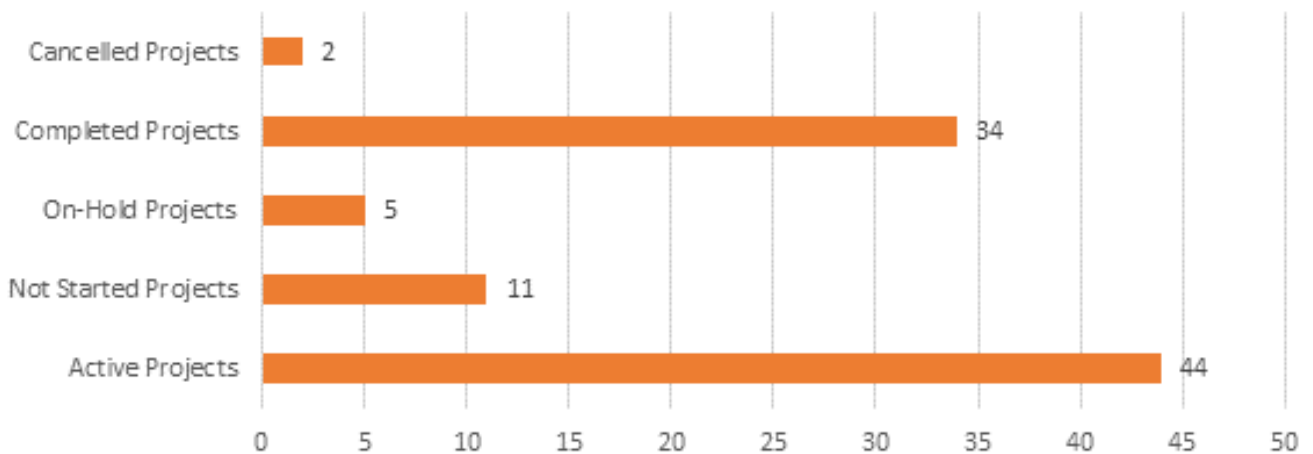


# DoIT

Top 10 Active Projects by Hours



DoIT Project Summary







MC

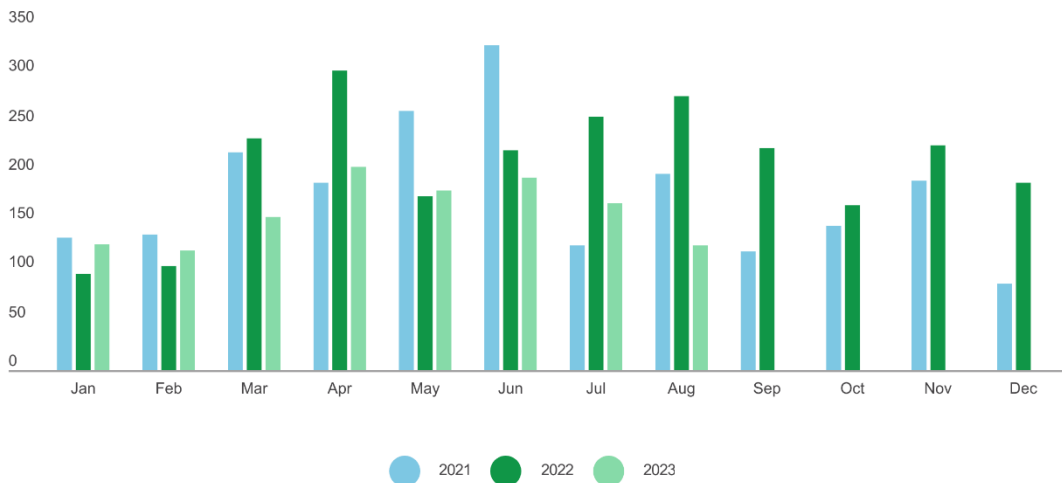
# Key Accomplishments

- ▶ Teen Court did not hold any hearings in August.
- ▶ The Municipal Court team made progress on updating written standard operating procedures.
- ▶ The Court successfully held its first arraignment session at Town Hall with over **60** misdemeanor cases.

# MUNICIPAL COURT

## Castle Rock Municipal Court Monthly Report - August 2023

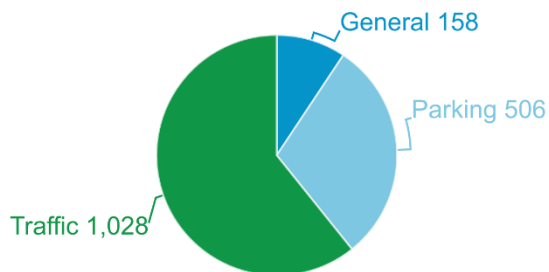
### Total cases filed in Castle Rock Municipal Court: 2021-2023



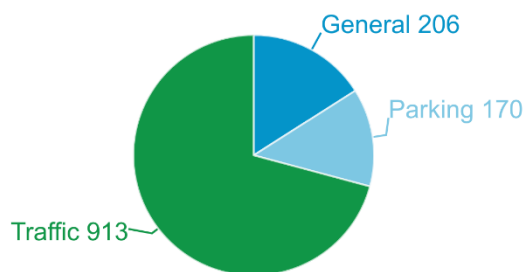
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021	135	138	222	191	264	331	127	200	121	147	193	88	2157
2022	98	106	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127					

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

#### 2022 YTD



#### 2023 YTD





# COM

# Key Accomplishments

- ▶ In August, Communications supported the State of the Town event, including the key exchange presentation/VIP reception; District 5 open house; budget open house; Centennial Park open house; and Plum Creek park groundbreaking. Staff also completed **seven** publications: HR recruitment booklet, District 5 open house postcard, District 4 open house postcard, fall/winter events mailer, two stormwater postcards for businesses and Your Town Talk newsletter.
- ▶ Staff during August issued news releases about:
  - [News sculptures in public spaces give Castle Rock a chance to encounter art](#)
  - [Town seeks input on proposed Public Art Strategic Plan](#)
  - Help Castle Rock Fire and Rescue 'fill the boot' Labor Day weekend
  - [Glow bright for a good cause; Therapeutic Recreation fundraiser set for Sept. 22](#)
  - [Young athletes encouraged to 'tri' at annual youth triathlon Sept. 10](#)
  - [Connect with your representatives: Community invited to Council open houses](#)
  - Midway update: Pavement Maintenance Program aims to overcome weather delays
  - Share your thoughts on Town funding priorities at budget open house
  - Aug. 15 Council update

*Hyperlinked items were available as of Aug. 7*

*Hyperlinked items were available as of Sept. 1*

# COMMUNICATIONS



## Communications ■ August 2023 Report

### MEDIA

**7**   
Media Requests

### TRADITIONAL OUTREACH

**35**   
Communications  
Plans, year to date

**9**   
News Releases  
Distributed

### ONLINE OUTREACH

**186**  
Webpages  
Approved



**23**  
Calendar Items  
Approved

**6**   
Fact or Fiction  
Questions Published

### GRAPHICS

**59**   
Visuals Created

**10**   
Videos Completed

**7**   
Publications  
Completed

### SOCIAL MEDIA OUTREACH

**233**   
Social Media  
Updates



**39**   
Questions Answered  
on Social Media



Facebook

**25,351**  
Followers

### SOCIAL MEDIA REVIEW

**★**  
Top Post

A Night Ranger reminder post reached 46,919 people with 408 engagements, 32 shares, 270 likes and 106 comments.

**9,085**  
Followers

Instagram



**★**  
Top Post

A What to Do This Weekend post on Aug. 18 reached 4,374 people with 55 engagements, nine comments, seven saves, three follows and 36 shares.



Nextdoor

**★**  
Top Post

**39,795**  
Total members

A Plum Creek park naming post had 2,664 impressions and nine comments.

**9,767**  
Followers

**★**  
Top Tweet

Twitter



A Plum Creek park naming tweet had 1,504 impressions, 33 engagements and one retweet.



# HR

# Key Accomplishments



► HR attended **13** interview panels:

- Seasonal Maintenance Worker
- Water Plant Operator
- Street Maintenance
- Fleet Technician
- Traffic Engineering Technician
- Sr. Office Assistant
- Sr. Plan Review Engineer
- Plant Mechanic
- Project Manager – CIP
- Technical Engineering Manager
- Aquatics Specialist
- Maintenance Tech – Facilities
- Recreation Specialist

# HUMAN RESOURCES

Welcome!

## Employee Orientation

**Three** new full-time employees came on board during August

Congratulations!

## Performance Evaluations

HR in August reviewed **58** 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 **5** recognitions in August

Well done!

## Training and Recruitment

HR held **three** trainings in August: Purpose Driven Culture Lunch & Learn Sessions (three sessions), Curiosity and Change and Fully Engaged