



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



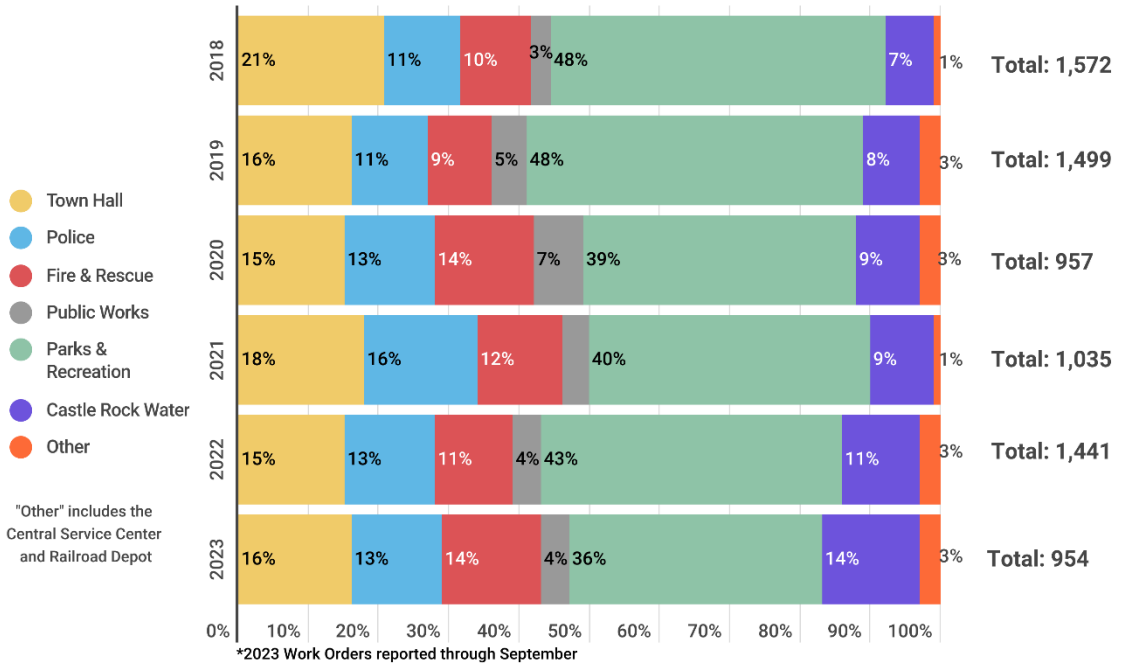
FM

Key Accomplishments

- ▶ In September, the Facilities team handled **174** work orders including 74 preventative maintenance activities and **15** custodial inspections
- ▶ The Facility Maintenance team responded to **one** emergency work order in September
- ▶ Reached substantial completion for the Police Department renovation project – only final punch list items remain
- ▶ Completed floor refinishing project at the historic Cantril building
- ▶ Attended annual International Facility Management Association (IFMA) conference in Denver
- ▶ Supporting Parks & Recreation with Rec Center slide tower stair replacement project

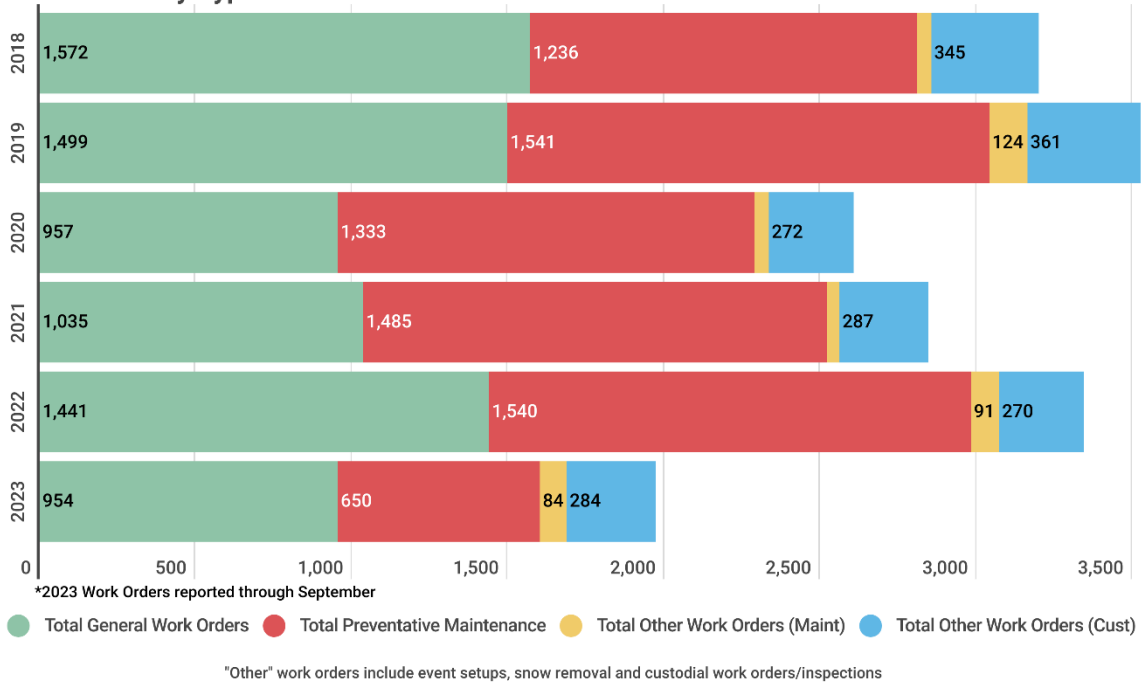
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type





DoIT

Key Accomplishments

- ▶ Conducted **two** Town-wide training classes
- ▶ Patched an application server and firewalls for critical vulnerabilities
- ▶ Achieved CJIS (Criminal Justice Information Systems) audit compliance
- ▶ Upgraded the Audio/Visual systems at Municipal Court and Red Hawk Ridge
- ▶ Completed 2023 Computer Replacement Project - **234** computers!

Help Desk

Addressed **426** total tickets, with an average time to resolve of **44** hours

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

There were **18** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **370** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

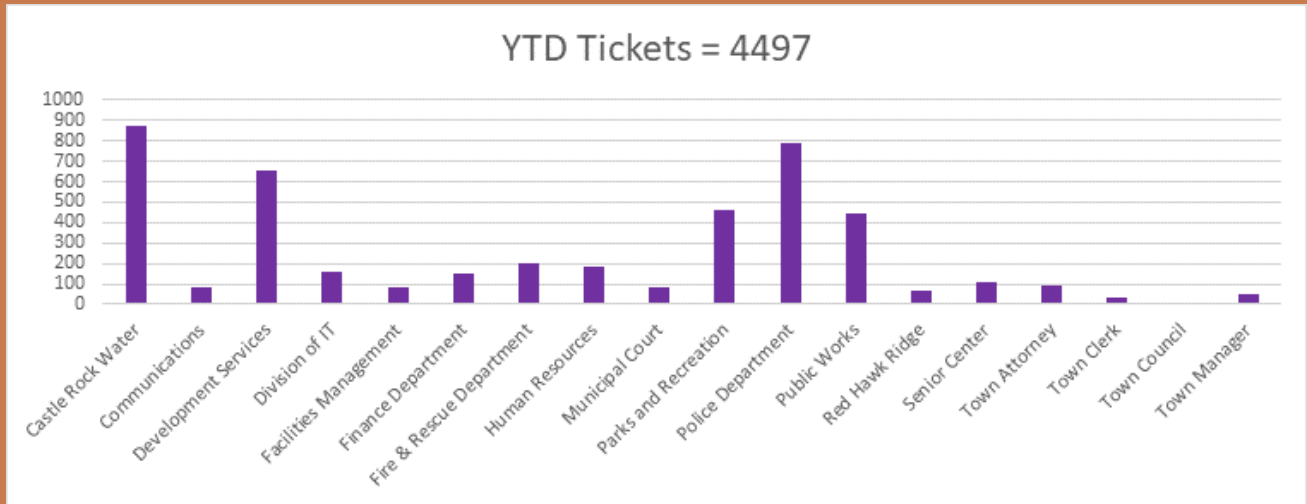
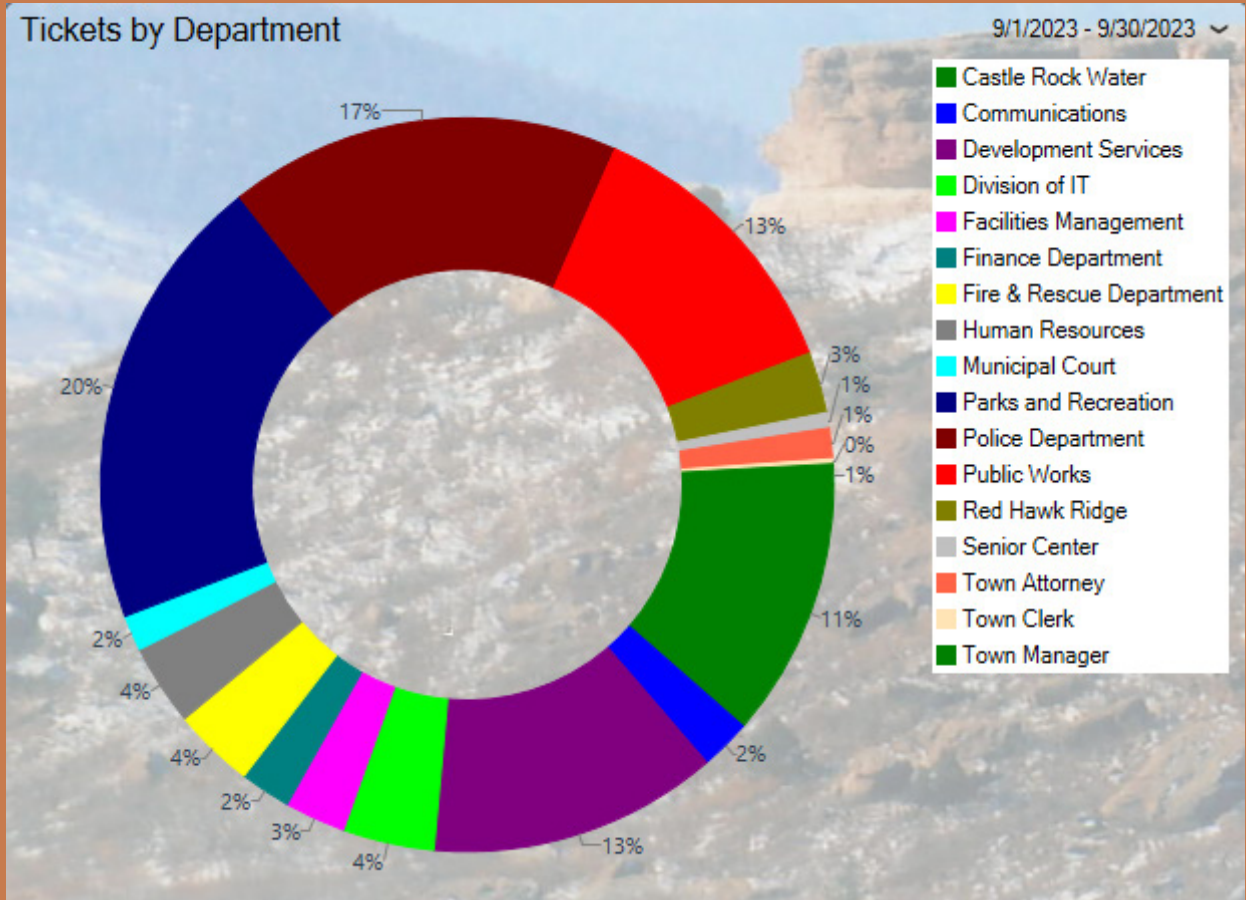
Addressed **18** total tickets, with an average open-to-resolve time of **77** hours

There were no annexations in September

There were no zoning changes in September

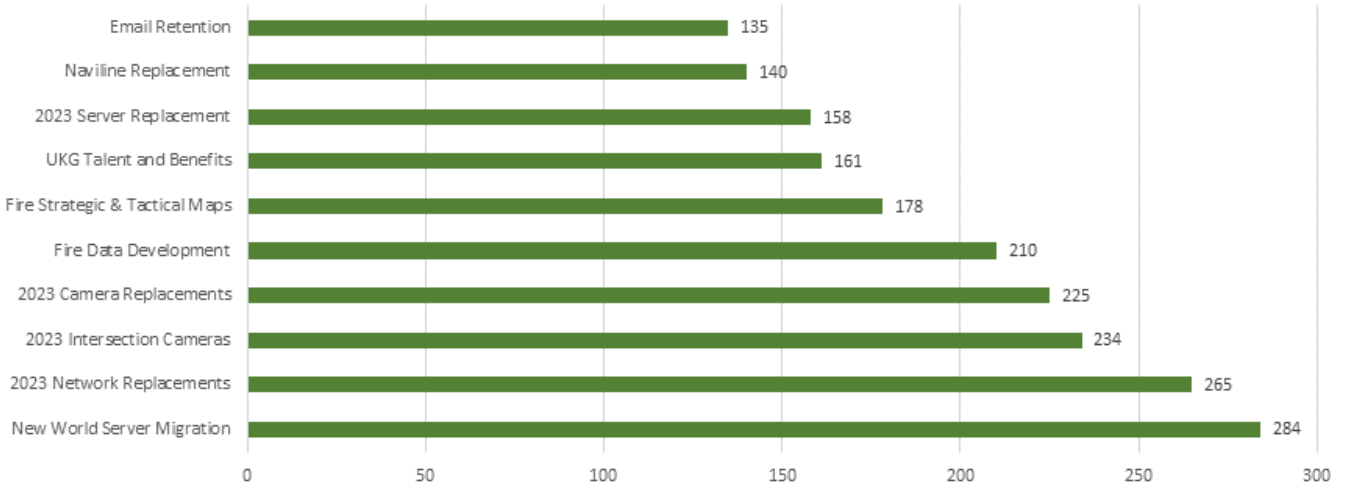
There was **one** parcel update in September (100%), which was reflected within the GIS database map within four weeks of receipt; the goal is to have 90% of parcel changes reflected within that timeframe

DoIT

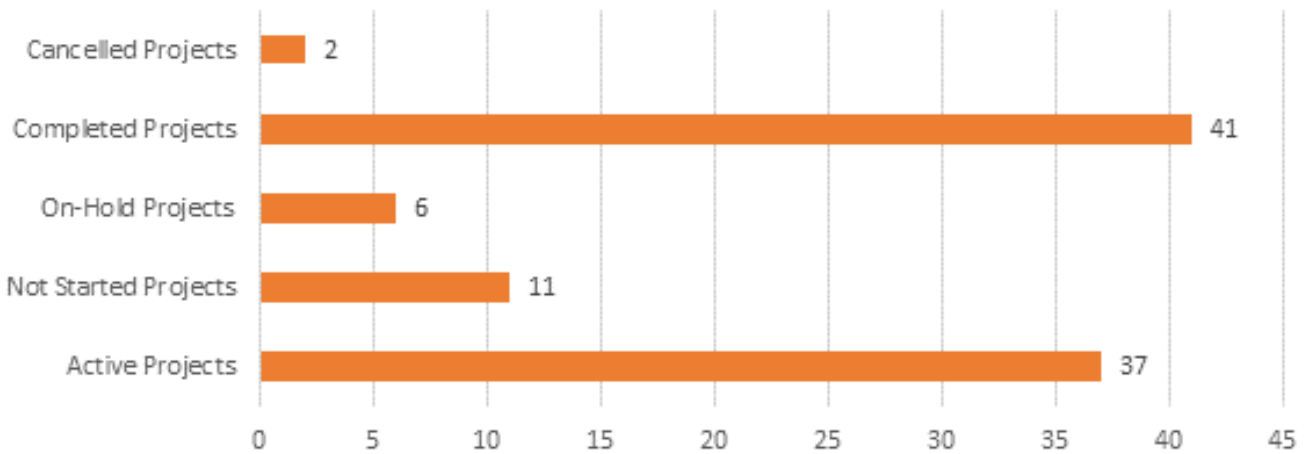


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC

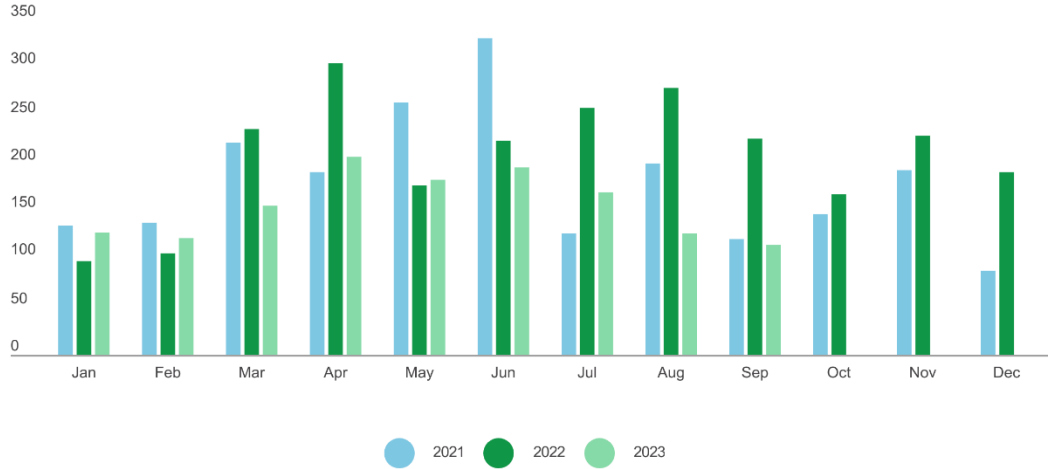
Key Accomplishments

- ▶ Teen Court Teen Court held **three** peer panels in September
- ▶ Teen Court is working on a informative video with the Communications team, that will help prospective respondents understand the Teen Court process
- ▶ Construction is complete! We are thrilled to announce that courtroom is now ADA compliant. The update truly looks fantastic!
- ▶ The first Court session in our new Courtroom will be on October 4, 2023
- ▶ The Court worked on a Live Streaming Coverage of Proceedings, Policy and Administrative order, to be in compliance with HB 23-1182

MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report - September 2023

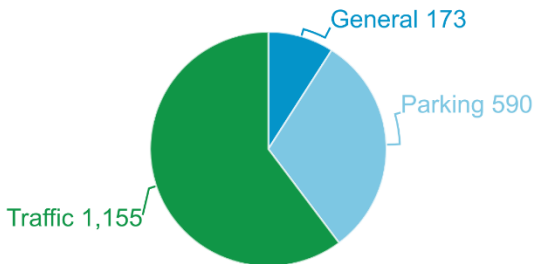
Total cases filed in Castle Rock Municipal Court: 2021-2023



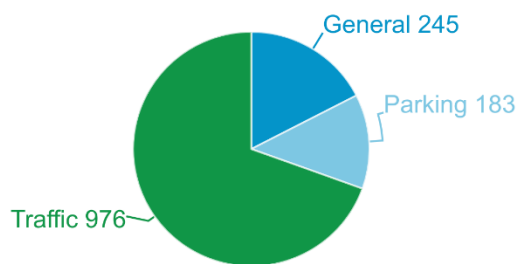
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021	135	138	222	191	264	331	127	200	121	147	193	88	2157
2022	98	106	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115				

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

2022 YTD



2023 YTD





COM

Key Accomplishments

- ▶ In September, Communications supported the District 4 and District 6 open houses. Staff also completed **five** publications: District 6, Districts 1 and 3 and District 2 open house postcards; Four Corners intersection improvement project postcard; and Your Town Talk newsletter
- ▶ Staff during September issued news releases about:
 - [Work to repair Rec Center slide tower underway](#)
 - [Town Council supports passage of Douglas County Schools' ballot initiatives 5A and 5B](#)
 - [Celebrate opening of new Castle Rock Colorado Front Range Trail segments Oct. 14](#)
 - [Epic trail event, Castle Rock Trail Festival, takes over Philip S. Miller Park Oct. 7](#)
 - Sept. 5 and Sept. 19 Council updates

Hyperlinked items were available as of Oct. 5

COMMUNICATIONS



Communications ■ September 2023 Report

MEDIA

4 
Media Requests

TRADITIONAL OUTREACH

37 
Communications Plans, year to date

6 
News Releases Distributed

ONLINE OUTREACH

125 
Webpages Approved

36 
Calendar Items Approved

0 
Fact or Fiction Questions Published

GRAPHICS

23 
Visuals Created

4 
Videos Completed

5 
Publications Completed

SOCIAL MEDIA OUTREACH

163 
Social Media Updates



24 
Questions Answered on Social Media



Facebook

25,623
Followers

SOCIAL MEDIA REVIEW

9,260
Followers

Instagram



★
Top Post

A Rec Center water slide repair post reached 16,927 people with 88 engagements and 16 comments.

★
Top Post

A What to Do This Weekend post on Sept. 15 reached 3,145 people with 181 engagements, three saves and 26 shares.



Nextdoor

★
Top Post

40,385
Total members

A Plum Creek park naming post had 1,293 impressions and one comment.

9,788
Followers

★
Top Tweet

Twitter



A tweet about CRFD's Fill the Boot campaign had 1,155 impressions, 36 engagements and two retweets.

A gold circle containing the letters "HR" in white serif font.

HR

The title "Key Accomplishments" in white sans-serif font, overlaid on a background image of hands stacked in a circle. A gold downward-pointing triangle is positioned below the title.

Key Accomplishments

▶ HR attended **6** interview panels:

- Fleet Technician
- Street Maintenance Technician
- Parts Specialist
- Engineering Project Manager
- Distribution Operator
- Payroll Manager

HUMAN RESOURCES

Welcome!

Employee Orientation

Seven new full-time employees came on board during September

Congratulations!

Performance Evaluations

HR in September reviewed **62** 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 **two** recognitions in September

Well done!

Training and Recruitment

HR attended **four** career fairs in September: Eagle Academy Career Showcase, Colorado School of Mines Fall Career Fair, CU Denver Career Fair, MSU STEM Career Fair