



FM



DoIT



MC



CR



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

CR

COMMUNITY
RELATIONS

Facilitates community outreach and involvement for departments Townwide

HR

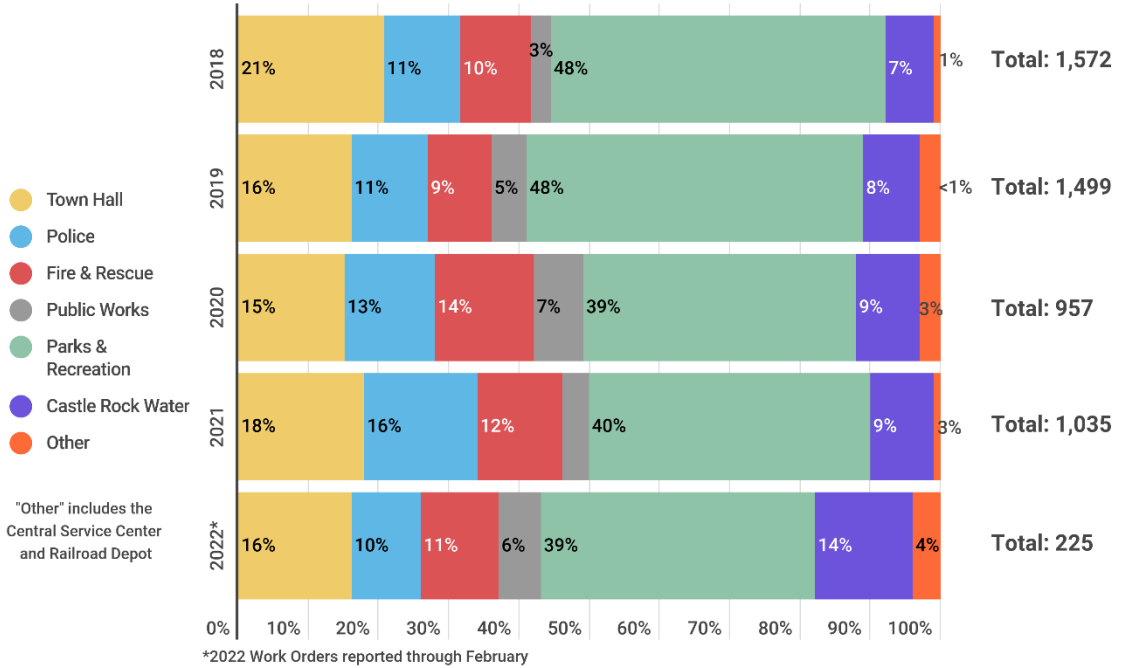
HUMAN
RESOURCES

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

- ▶ Completed **116** preventative maintenance activities and **17** custodial inspections, in addition to regular work order requests. In total, the Facilities Team handled **263** work orders in February
- ▶ Completed Town Hall and Police Department snow removal for **eight** events in February
- ▶ Completed back-up generator services for Town facilities
- ▶ Started research for new work order/asset tracking software system, to be implemented later in 2022
- ▶ Assisted Castle Rock Fire with accreditation information
- ▶ Prepared numerous contracts for upcoming work including backflow inspections, HVAC services, door replacement at the Rec Center and more
- ▶ Provided support for numerous other projects including the Police Department basement renovation, Police Department ADA improvements and Town Hall office modifications

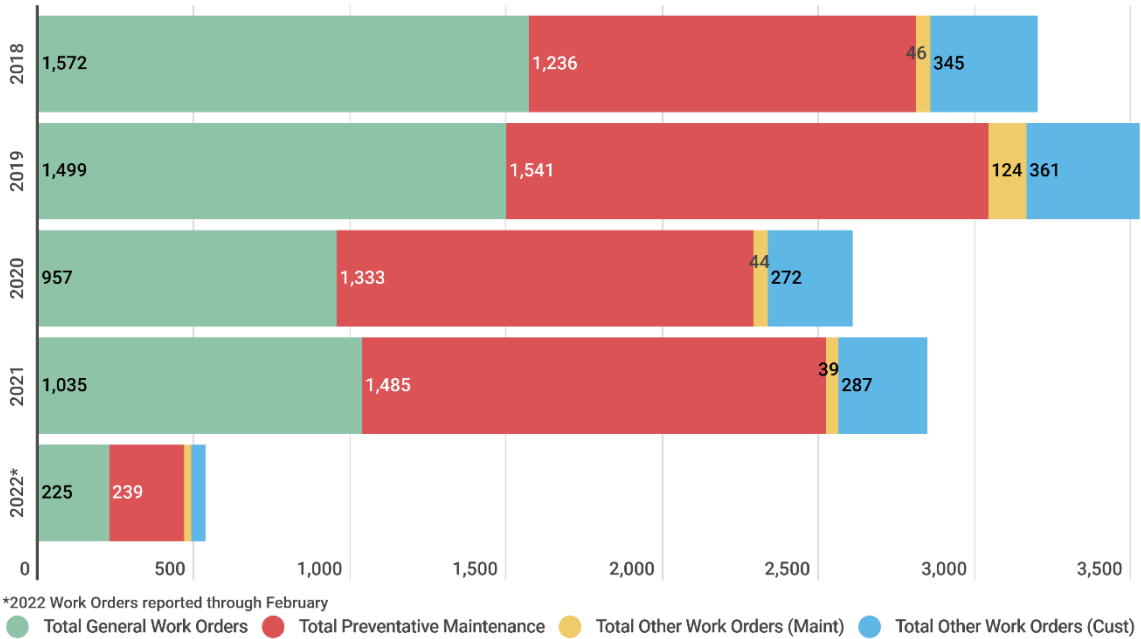
Facilities Division

General Maintenance Work Order % by Department



Facilities Division

All Work Orders



"Other" work orders include event setups, snow removal and custodial work orders/inspections



DoIT

Key Accomplishments

- ▶ Conducted one Town-wide class
- ▶ Go-live of the Town's new CORA online website portal
- ▶ Installed new security cameras at key intersections near the Outlets
- ▶ Installation of new battery backup for Police Dispatch

DoIT

Help Desk

Addressed **353** total tickets, with an average time to resolve of **43** hours

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

There were **20** urgent priority tickets this month, **95%** of which were resolved within two calendar days (85% is goal)

There were **282** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **26** total tickets, with an average open-to-resolve time of **77** hours

There were no annexations in February

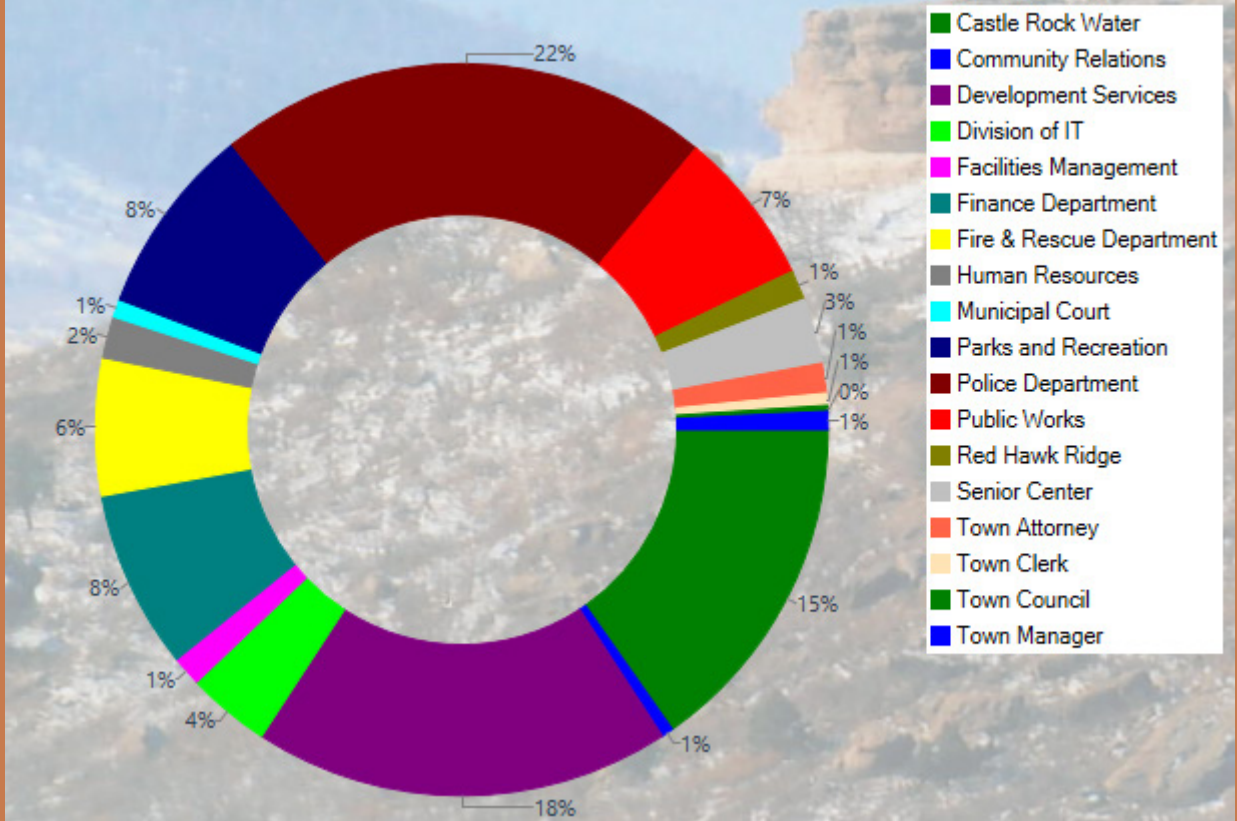
There were no zoning changes in February

There were **two** parcel updates in February (100%), which were reflected within the GIS database map within four weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

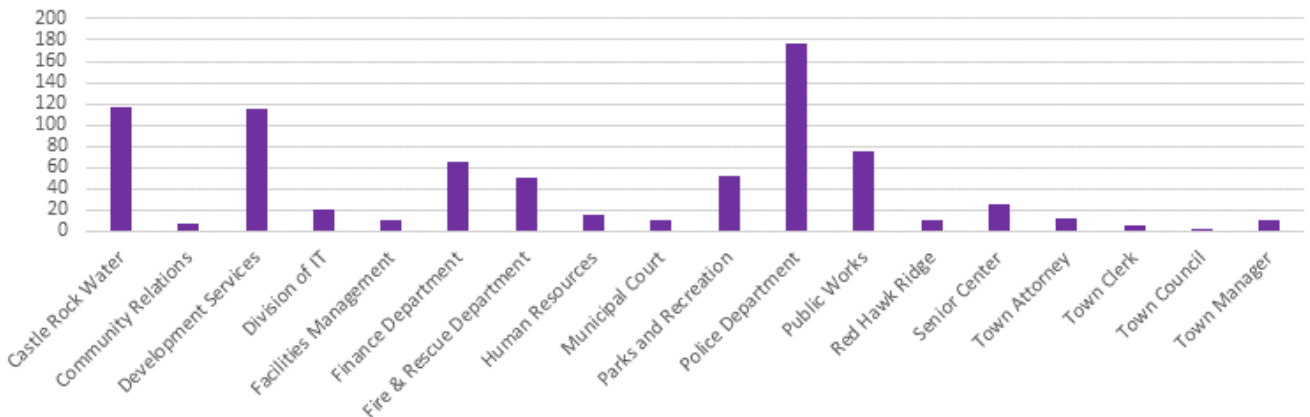
DoIT

Tickets by Department

2/1/2022 - 2/28/2022

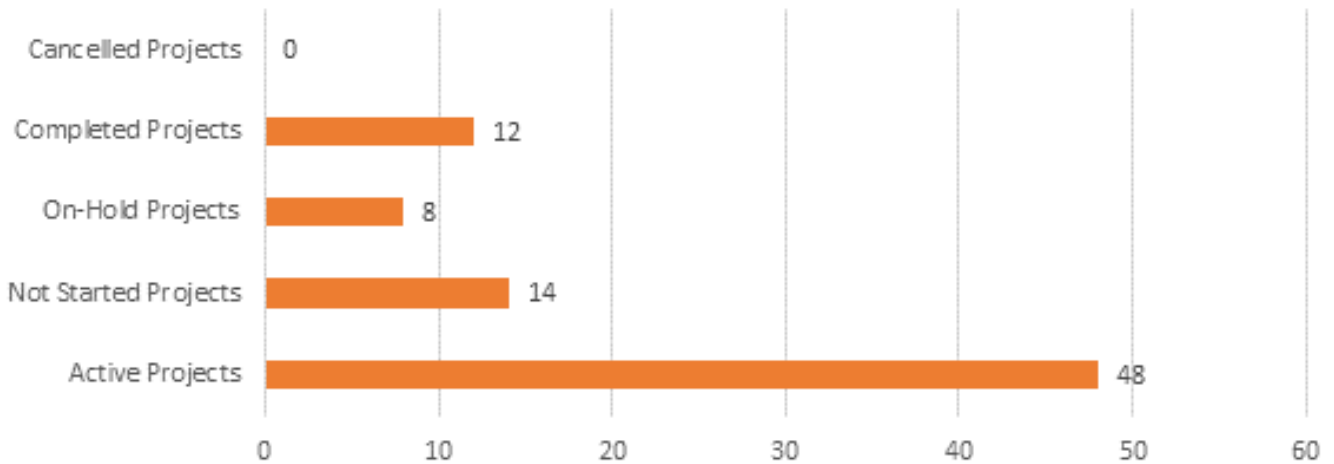


YTD Tickets = 782

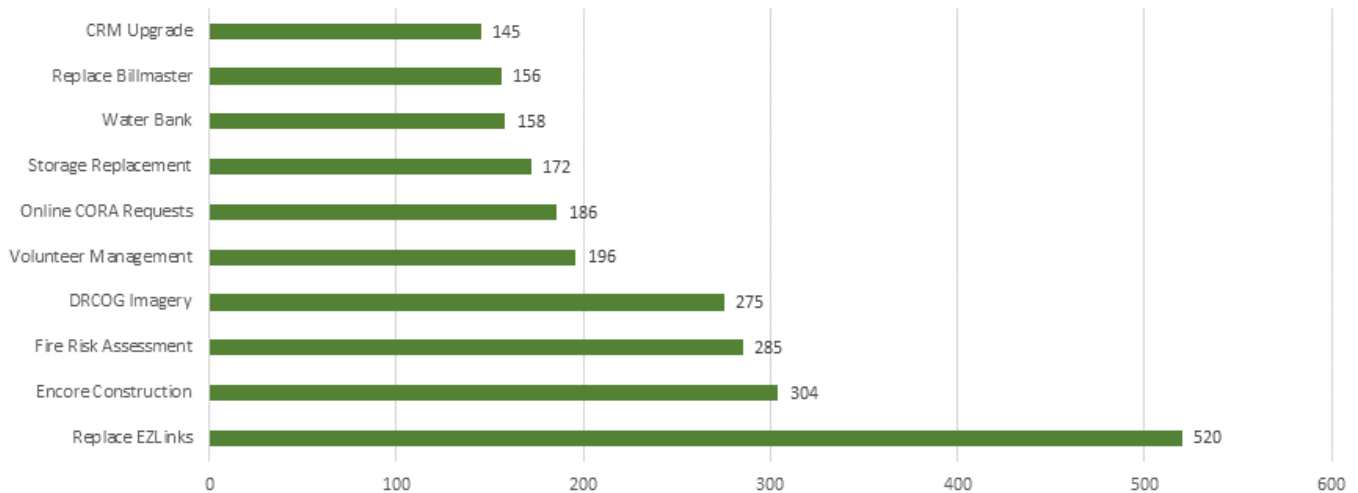


DoIT

DoIT Project Summary



Top 10 Active Projects by Hours





MC

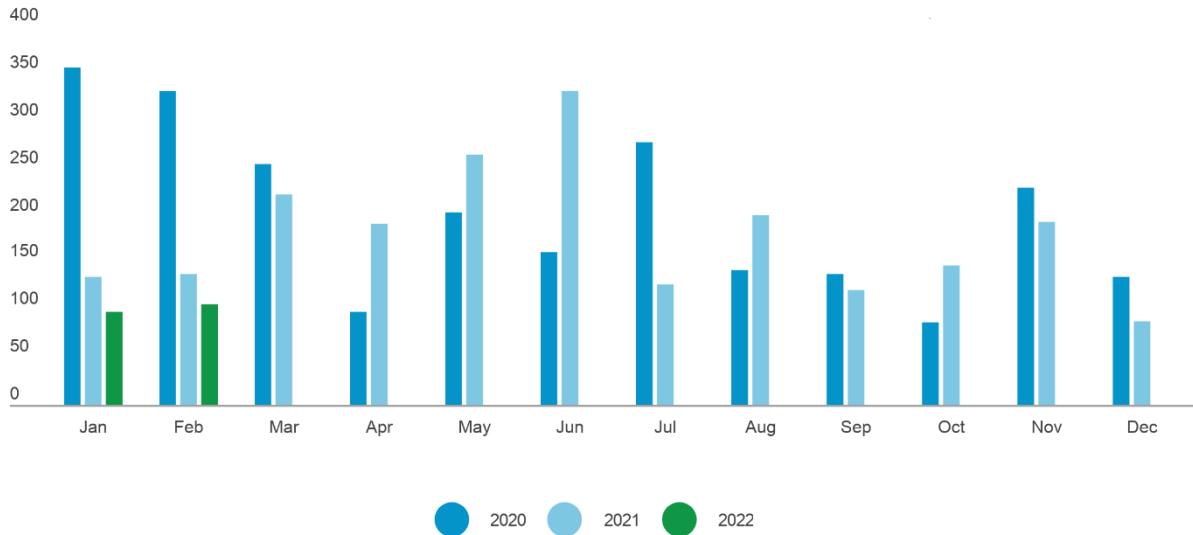


Key Accomplishments

- ▶ The Court has established a partnership with LanguageLine, and we were able to test drive this service with a Ukrainian interpreter this month. LanguageLine is an on-demand interpreter service that allows the court to connect with interpreters for more than 240 different languages through both video and audio-only modalities. The Court has a local interpreter for all Spanish interpreter cases. The Court will use LanguageLine for all other cases that need interpreting assistance
- ▶ For several months, the Court has been working on texting notifications to remind defendants of their hearing dates. The software has not been working properly. Our Court has identified the problem, and the software company has rolled out a patch to fix the issue. Stay tuned as we inch forward with this new technology. The Court's goal is to eventually send text notifications for all hearings, payments due, class and community service reminders
- ▶ The Court partners with various non-profit organizations throughout the community to provide Court-ordered community service. In Court, defendants are given a list of these organizations. Defendants are able to complete community service through any non-profit organization. We have updated our partner list and added an option to complete community service at home by making tie blankets for the Castle Rock Buddy Center

MUNICIPAL COURT

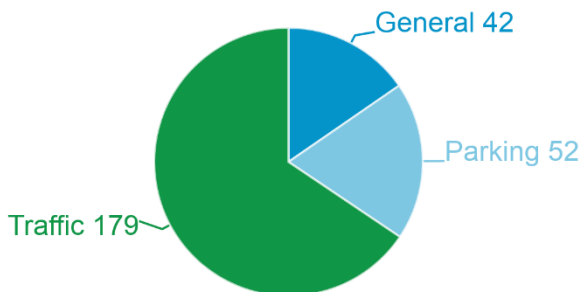
Total cases filed in Castle Rock Municipal Court: 2020-2022



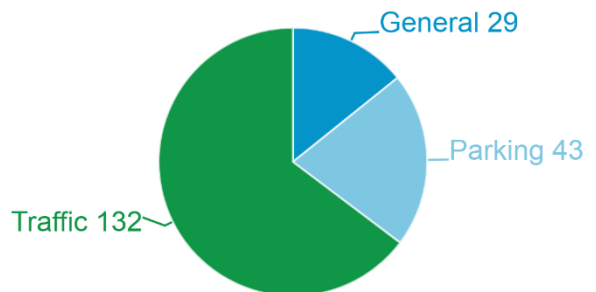
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	356	331	254	98	203	161	277	142	138	87	229	135	3,639
2021	135	138	222	191	264	331	127	200	121	147	193	88	2,411
2022	98	106											

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

2021 YTD



2022 YTD





CR

Key Accomplishments

- ▶ In February, Community Relations supported the Cobblestone Ranch Park proposed athletic field partnership and the ADA Transition Plans open houses
- ▶ Additionally, Community Relations installed new artwork in the window display at the Douglas County garage building
- ▶ The team also completed one publication: Your Town Talk newsletter

Staff during February issued news releases about:

- ▶ [Rebate program rewards water wise residents](#)
- ▶ Provide input as the Town improves sidewalk and street crossing access
- ▶ [Help Castle Rock's bluebird population soar; volunteers needed for the 2022 season](#)
- ▶ Feb. 1 and Feb. 15 Council updates

Hyperlinked items were available as of March 4.

COMMUNITY RELATIONS



Community Relations ■ February 2022 Report

MEDIA

3 
Media Requests

TRADITIONAL OUTREACH

4 
Communications
Plans, year to date

5 
News Releases
Distributed

ONLINE OUTREACH

134 
Webpages
Approved

48 
Calendar Items
Approved

1 
Fact or Fiction
Question Published

GRAPHICS

62 
Visuals Created

3 
Videos Completed

1 
Publication
Completed

SOCIAL MEDIA OUTREACH

139 
Social Media
Updates



38 
Questions Answered
on Social Media



Facebook
A Top Post

22,627
Followers

An update on the Cobblestone Ranch Park proposed athletic field partnership was the most popular post, reaching 11,887 people with 250 reactions, 59 comments and 7 shares.

SOCIAL MEDIA REVIEW

7,806
Followers

★
Top Post

A post about MoneyGeek naming Castle Rock the safest small city in Colorado reached 5,155 people with 300 likes and 60 shares.

Instagram



Nextdoor

Top Post

34,587
Total members

An update on the Cobblestone Ranch Park proposed athletic field partnership was the most popular, reaching 2,332 people with 9 reactions.

9,373
Followers

Top Tweet



A tweet about the Town's snow closure was the most popular with 1,660 impressions, 5 likes and 3 retweets.

Twitter





HR

Key Accomplishments



HR sat on **two** interview panels,
Assistant Town Attorney and
Project Manager - CIP

HUMAN RESOURCES

Welcome!

Employee Orientation

Five new full-time employees came on board during February

Congratulations!

Performance Evaluations

HR on **March 9** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in February reviewed **54** 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 **no** recognitions in February

Well done!

Training

HR hosted **Toxic Success** led by Zoe Training Resources on February 10