



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

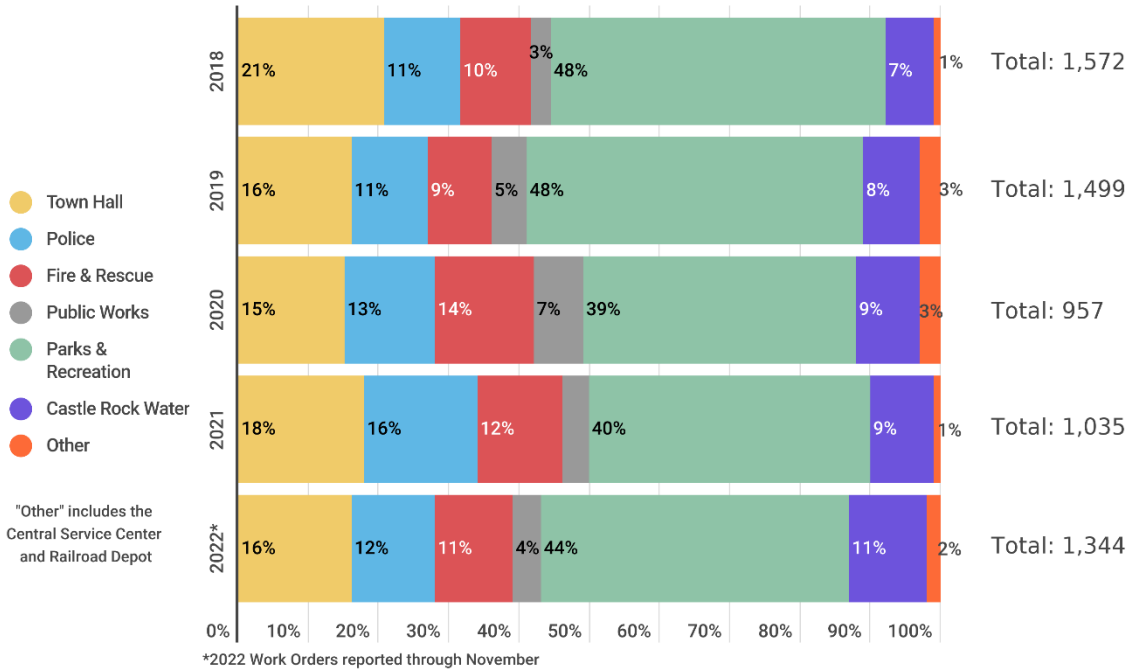
HUMAN
RESOURCES

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

- ▶ Completed **119** preventative maintenance activities and **16** custodial inspections in addition to regular work order requests. In total, the Facilities team handled **219** work orders in November
- ▶ Through November, the Facilities team completed **21%** more work orders than the same period in 2021
- ▶ Completed **fire** inspections and elevator witness tests
- ▶ Ongoing implementation of new Work order Management Software – completion expected in January
- ▶ Started contract renewal process for Facilities support vendors (roofing, HVAC, etc.)
- ▶ Installed walk-off carpet at the MAC
- ▶ Continued work on Fire Apparatus Bay Door Raise, PD Interior Renovation, PD parking improvements and Town Hall Renovation projects

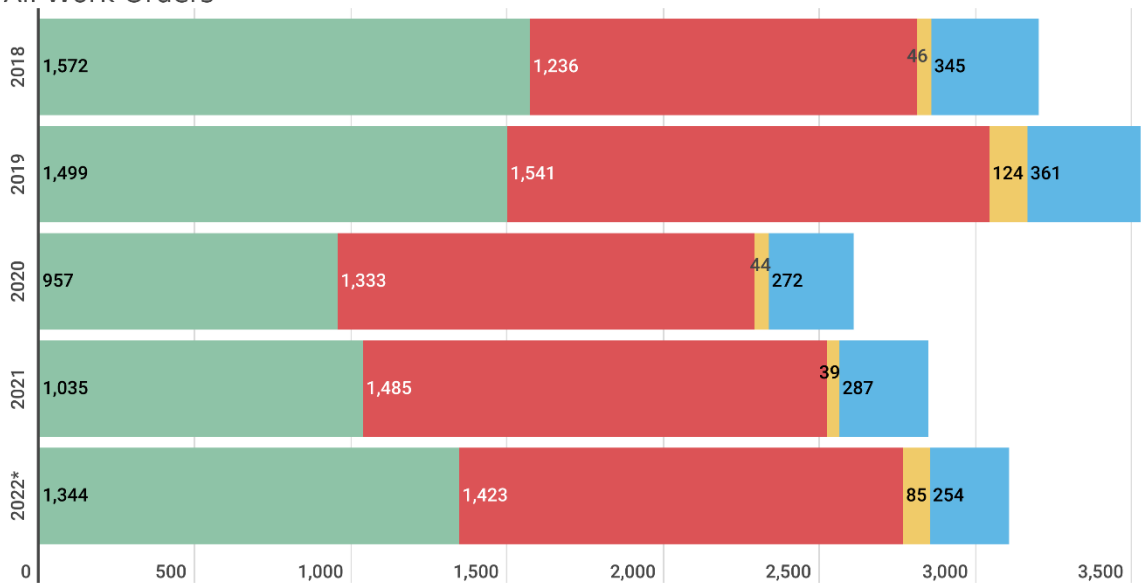
Facilities Division

General Maintenance Work Order % by Department



Facilities Division

All Work Orders



*2022 Work Orders reported through November

● Total General Work Orders ● Total Preventative Maintenance ● Total Other Work Orders (Maint) ● Total Other Work Orders (Cust)

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



DoIT

Key Accomplishments

- ▶ New Sales Tax Software update was successfully installed
- ▶ New Fire Records Management Software was implemented
- ▶ Completed a Motor Vehicle Collision density analysis and maps for Fire
- ▶ The Traffic Counts mapping site was updated with 2022 data

DoIT

Help Desk

Addressed **418** total tickets, with an average time to resolve of **37** hours

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

There were **45** urgent priority tickets this month, **98%** of which were resolved within two calendar days (85% is goal)

There were **335** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

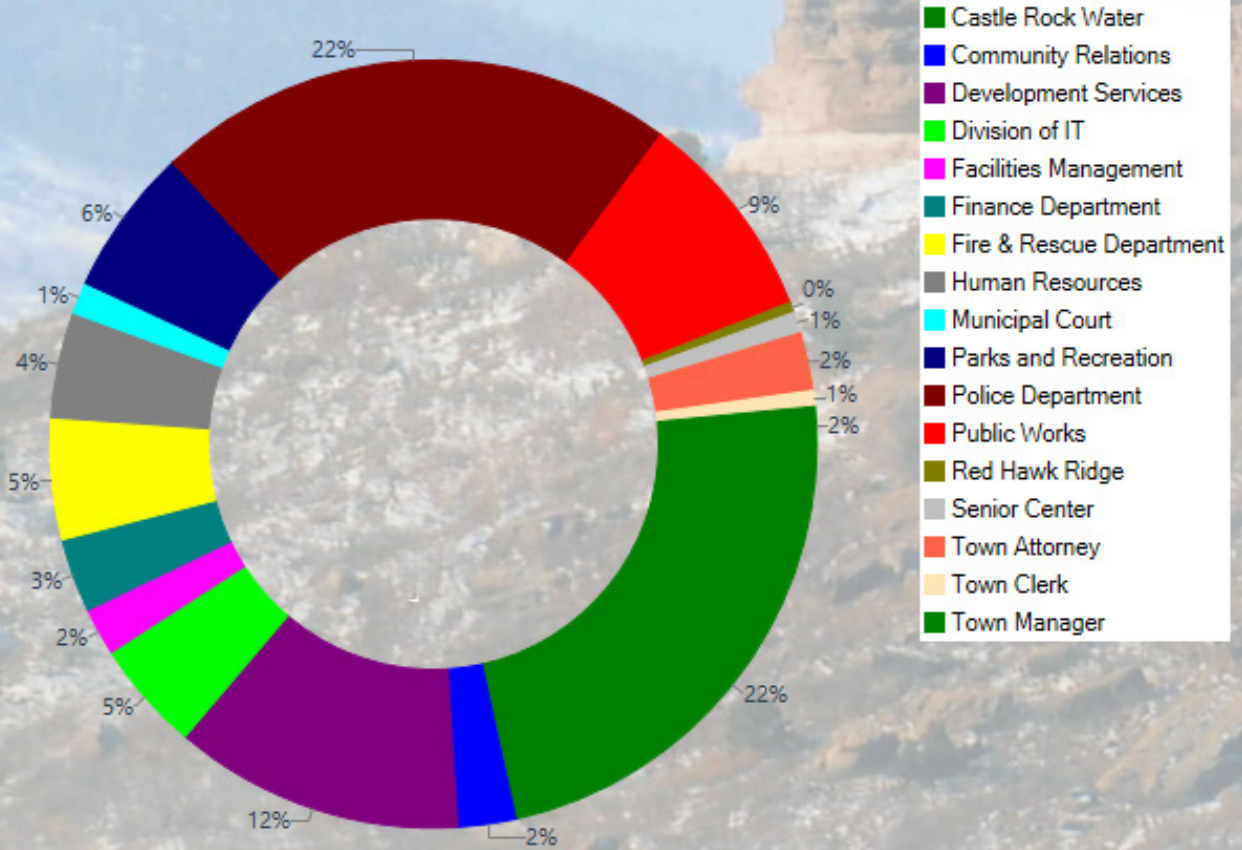
Addressed **23** total tickets, with an average open-to-resolve time of **53** hours

There were no annexations, parcel or zoning updates in November

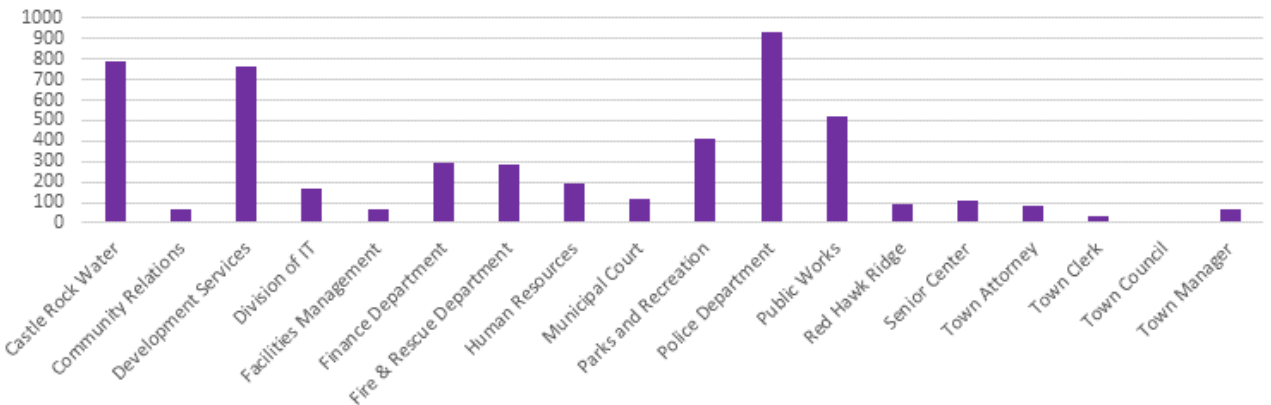
DoIT

Tickets by Department

11/1/2022 - 11/30/2022

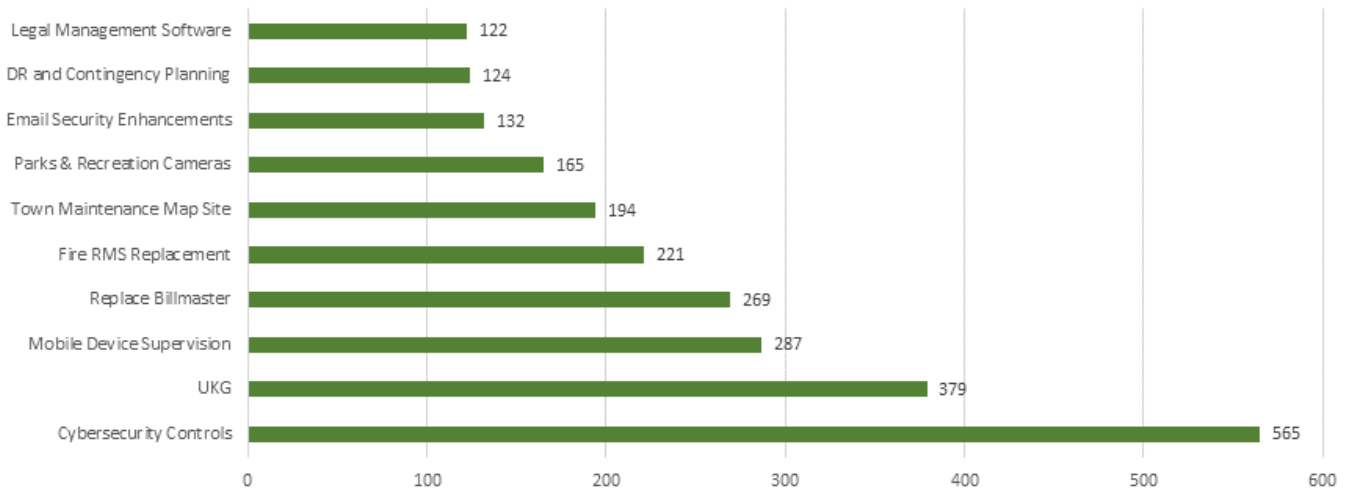


YTD Tickets = 4997

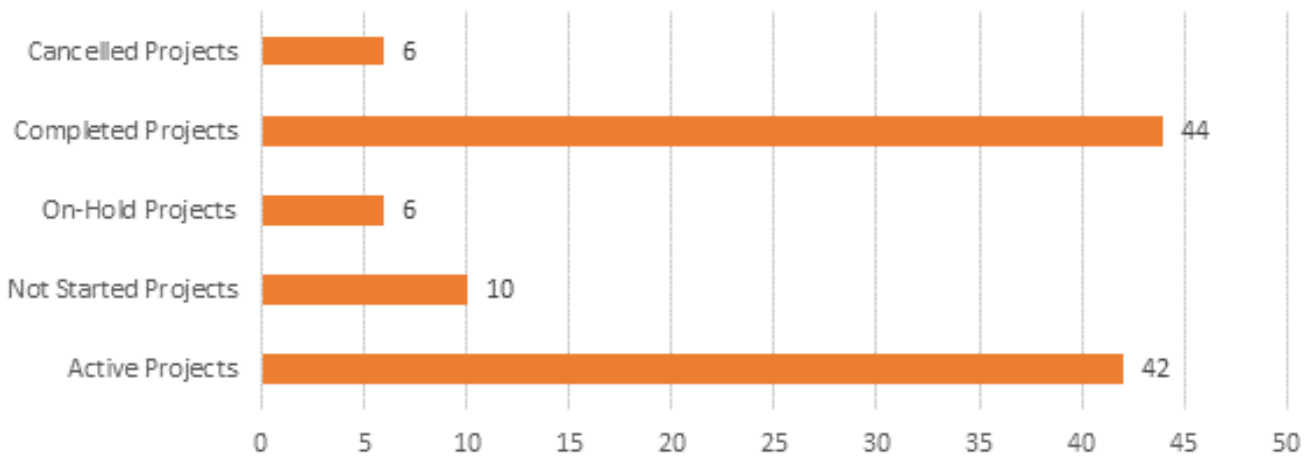


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC



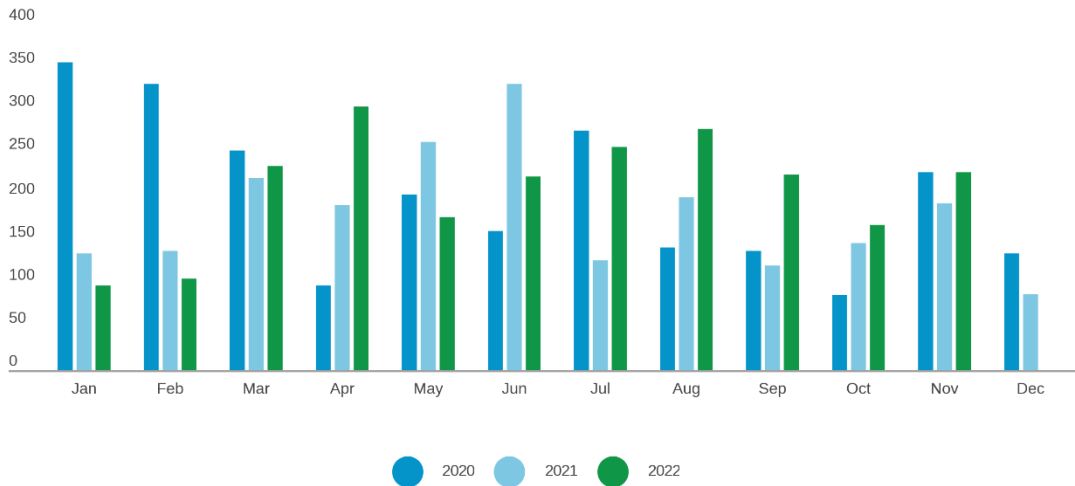
Key Accomplishments

- ▶ Teen Court held **two** court hearings in November and has **three** more hearings scheduled in December and January
- ▶ Municipal Court has started call reminders to defendants of their upcoming court appearances. The goal is to decrease failure to appear rates
- ▶ The Municipal Court has completed a warrant audit through the Colorado Crime Information Center

MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report -November 2022

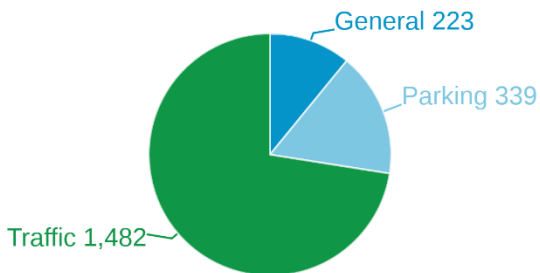
Total cases filed in Castle Rock Municipal Court: 2020-2022



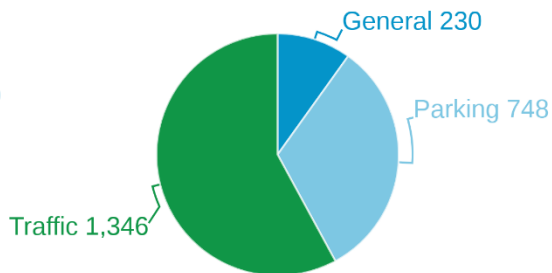
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	356	331	254	98	203	161	277	142	138	87	229	135	3,639
2021	135	138	222	191	264	331	127	200	121	147	193	88	2,411
2022	98	106	236	305	177	224	258	279	226	168	229		2306

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

2021 YTD



2022 YTD





COM

Key Accomplishments

- ▶ In November, Communications supported the Cantril School open house
- ▶ The team completed **two** publications: Outlook Magazine and Your Town Talk newsletter
- ▶ Staff during November issued news releases about:
 - Town set to acquire historic Cantril School; public invited to share ideas for uses Nov. 30
 - [Find holiday magic during Castle Rock's Season of the Star](#)
 - Provide input on Community Development Block grant fund accomplishments and expenditures Nov. 16
 - Unofficial Town Council election results available on Douglas County website
 - [Construction to complete Castle Rock's portion of the Colorado Front Range Trail begins](#)
 - Nov. 1 and 15 Council updates

Hyperlinked items were available as of Dec. 7

COMMUNICATIONS



Communications ■ November 2022 Report

MEDIA

5 
Media Requests

TRADITIONAL OUTREACH

44 
Communications
Plans, year to date

7 
News Releases
Distributed

ONLINE OUTREACH


80
Webpages
Approved



63
Calendar Items
Approved

1 
Fact or Fiction
Question Published

GRAPHICS

48 
Visuals Created

1 
Video Completed

2 
Publications
Completed

SOCIAL MEDIA OUTREACH



110
Social Media
Updates



41 
Questions Answered
on Social Media



Facebook

23,745
Followers

A Top Post
★

A post highlighting the Keepers of The Star was the most popular, reaching 42,057 people with 3,191 reactions and 216 shares.

SOCIAL MEDIA REVIEW

8,490
Followers

Top Post
★

A Reel highlighting the Festival Park holiday tree construction was the most popular, reaching 7,219 people with 699 likes and 8,925 views.

Instagram



Nextdoor

Top Post
★

37,565
Total members

The Nov. 18 snow-tification was the most popular post, reaching 9,459 people with 16 reactions.

9,604
Followers

Top Tweet
★

Twitter



A tweet about the emergency Wilcox Street closure for the light canopy repairs was the most popular with 3,112 impressions, 96 engagements and four retweets.



HR

Key Accomplishments

- ▶ HR attended **nine** interview panels:
 - Assistant Director, Castle Rock Water
 - Streets Maintenance Technician
 - Meter Services Supervisor
 - Division Chief/Fire Marshal
 - Benefits Specialist
 - Meter Services Technician
 - Legal Ops/Risk Manager Interview
 - Recreation Specialist – Aquatics
 - Therapeutic Recreation Specialist

HUMAN RESOURCES

Welcome!

Employee Orientation

Eight new full-time employees came on board during November

Congratulations!

Performance Evaluations

HR on **Nov. 1** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in November reviewed **42** 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 November

Well done!

Training

In November HR hosted **two** trainings: Meetings that Matter and Change Management Essentials