



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

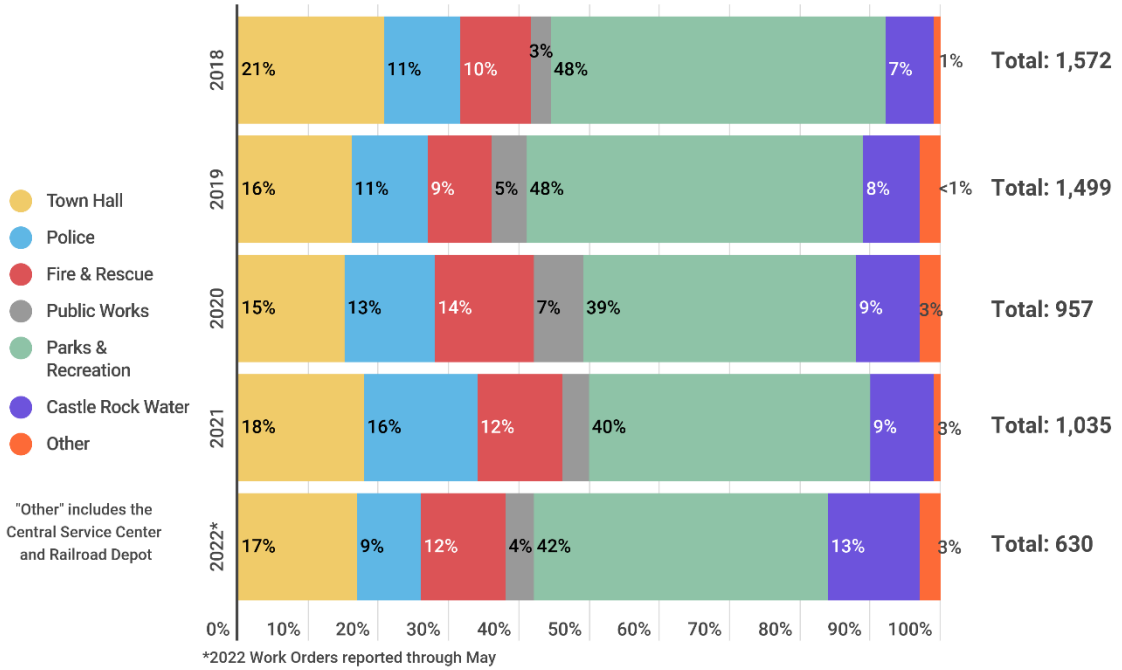
HUMAN
RESOURCES

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

- ▶ Completed **133** preventative maintenance activities and **21** custodial inspections in addition to regular work order requests. In total, the Facilities team handled 263 work orders in May
- ▶ Total YTD work orders are up **32%** over the same period in 2021
- ▶ Completed **two** emergency work orders – one at Town Hall and one at the Police Department
- ▶ Installed sound dampening blankets on HVAC compressors at Town Hall
- ▶ Completed carpet installation at the Public Safety Training Facility
- ▶ Completed fire line repairs at Castle Rock Water warehouse
- ▶ Prepared contracts for upcoming work including Fire Station 154 & 155 bay door improvements and additional Town Hall server room HVAC improvements
- ▶ Provided support for numerous other projects including opening the Town's outdoor swimming pools, the Police Department basement utilization design, Town Hall office space design and Police Department ADA improvements

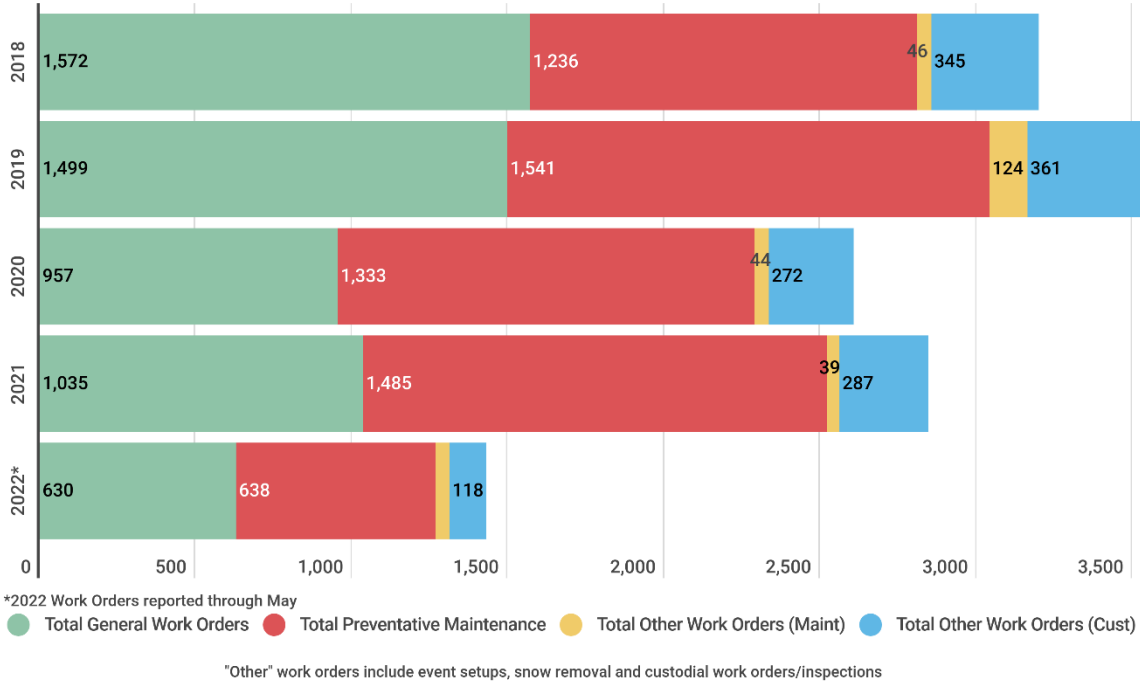
Facilities Division

General Maintenance Work Order % by Department



Facilities Division

All Work Orders





DoIT

Key Accomplishments

- ▶ Conducted **three** Town-wide training classes
- ▶ Hired new Computer Technician – Welcome Bryan Archer!
- ▶ Go-live of the new Interactive Snow Load Map

DoIT

Help Desk

Addressed **427** total tickets, with an average time to resolve of **42** hours

There were **five** 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 **353** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

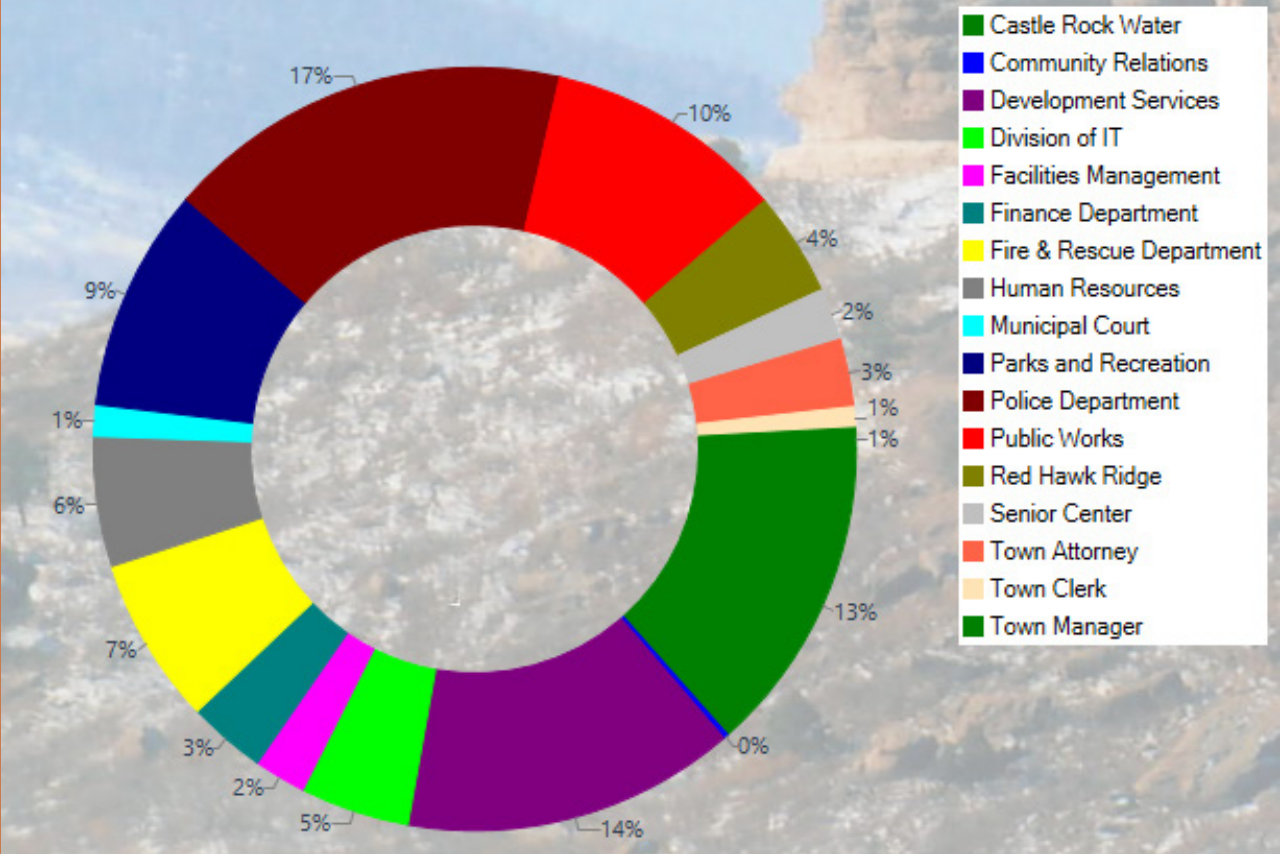
Addressed **26** total tickets, with an average open-to-resolve time of **59** hours

There were no annexations, zoning changes or parcel updates in May

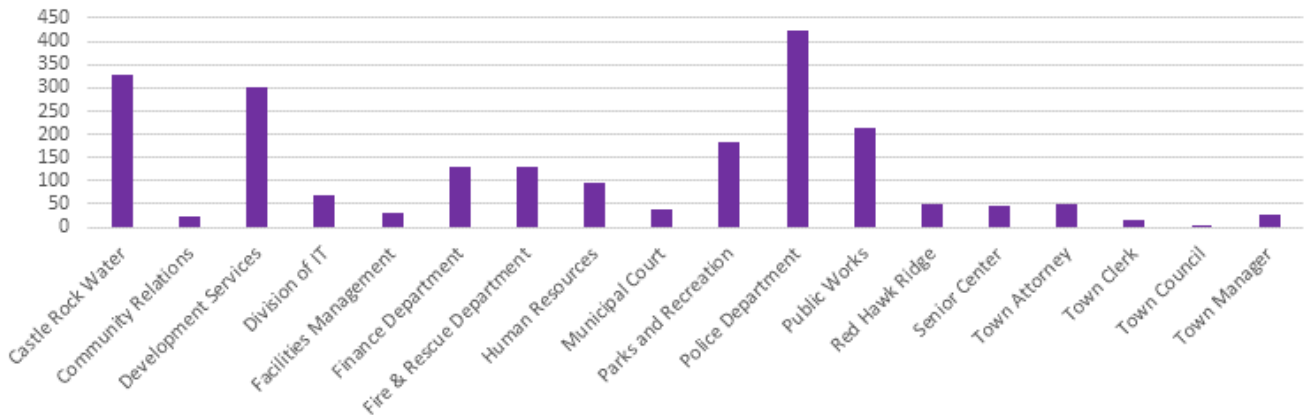
DoIT

Tickets by Department

5/1/2022 - 5/31/2022

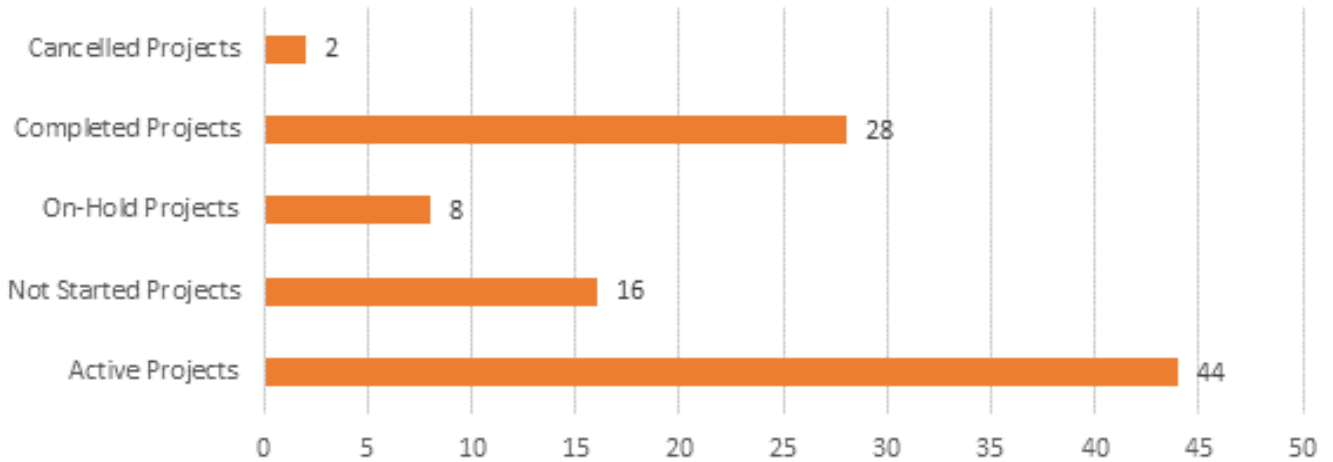


YTD Tickets = 2152

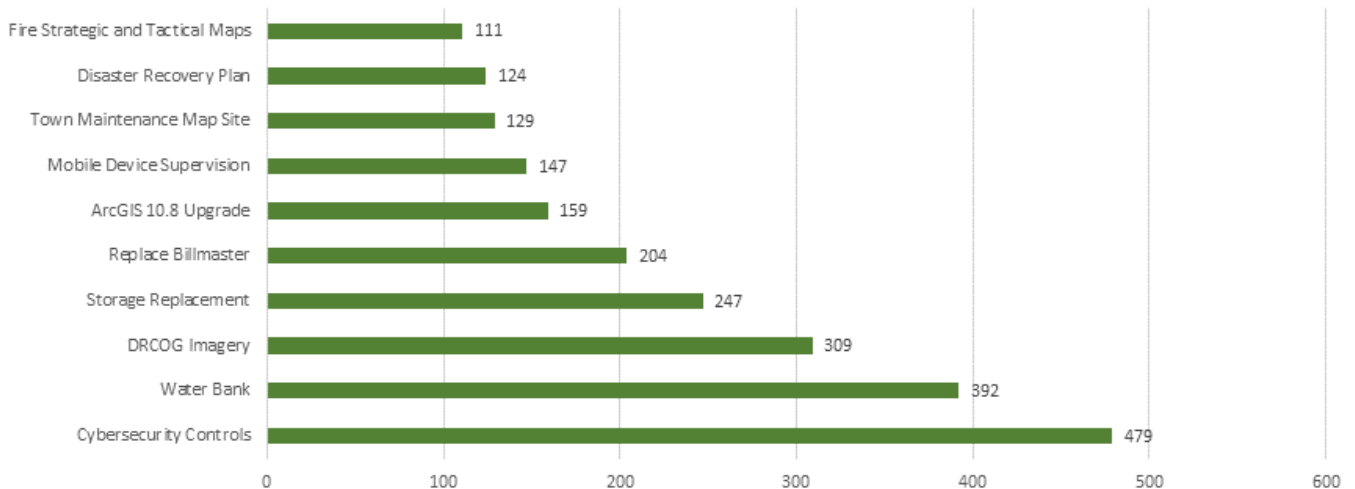


DoIT

DoIT Project Summary



Top 10 Active Projects by Hours





MC



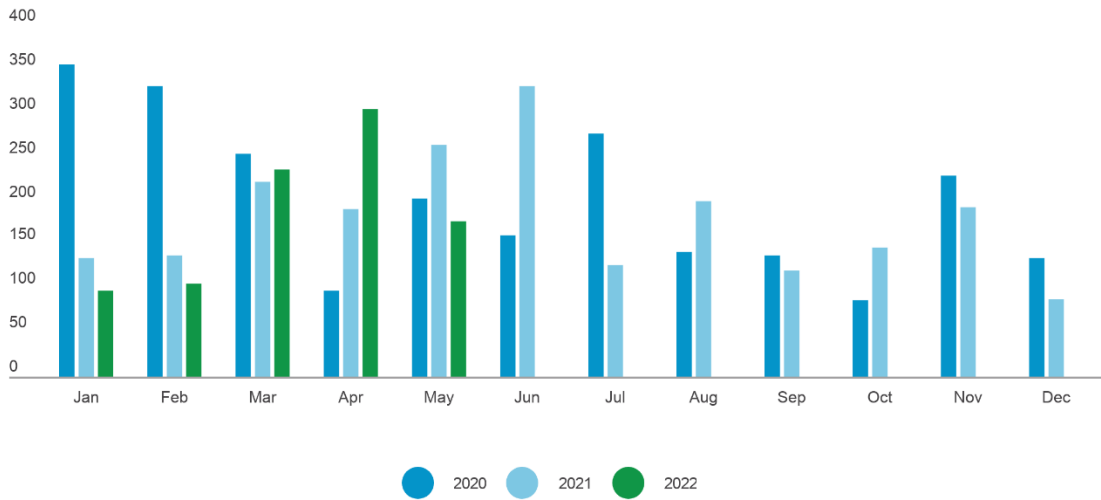
Key Accomplishments

- ▶ Court staff applied for a grant for \$3,300.00 for reimbursement of court appointed counsel. Under C.R.S. 13-10-114.5 the Town is required to appoint court appointed counsel to any defendant who is indigent, and to any defendant currently in custody who is unable to bond out. The State has limited funds available that the court can apply for reimbursement for court appointed counsel each year
- ▶ Court staff is working on revising the training manual for Teen Court Volunteers

MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report -May 2022

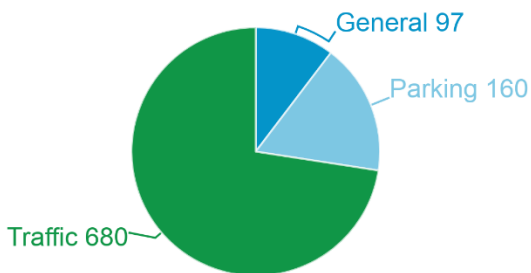
Total cases filed in Castle Rock Municipal Court: 2020-2022



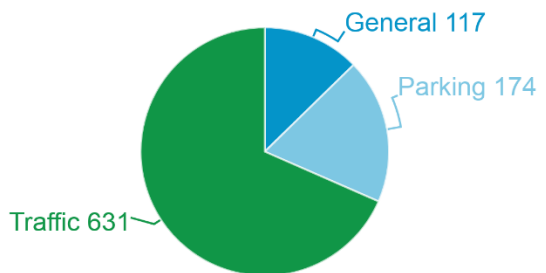
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 2020 | 356 | 331 | 254 | 98 | 203 | 161 | 277 | 142 | 138 | 87 | 229 | 135 | 3,639 |
| 2021 | 135 | 138 | 222 | 191 | 264 | 331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

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

2021 YTD



2022 YTD





CR

Key Accomplishments

- ▶ In May, Community Relations completed **three** publications: June community outreach events mailer, Cobblestone Ranch Park grand opening postcard and Your Town Talk newsletter
- ▶ The Town's social media following grew on all channels with Facebook adding **200** followers to surpass **23,000**. News and Announcements email subscribers grew by a record **210**. The growth in social media followers and email subscribers serves to further expand the reach of Town news and information within the community

Staff during May issued news about:

- [The summer season will 'Shimmer' when Fuel takes the stage at PSM June 30](#)
- [Provide input on Community Development Block Grant funding on June 16](#)
- [CRPD celebrates largest-ever awards ceremony](#)
- ['Take it Outside' with the Town's Summer Fitness series](#)
- [Sign up to receive a call on June 13 to talk about the Town's financial future](#)
- ['Just Go Ahead Now' and get tickets; Spin Doctors take the stage at PSM June 11](#)
- [First Fridays bring live music, family fun, 5K and more to Festival Park](#)
- ['Tis the season for the Festival Park Farmers Market starting Sunday](#)
- [Philip S. Miller Park Play Loop update to increase play, improve trail access](#)
- May 3 and May 17 Council updates

Hyperlinked items were available as of May 5

COMMUNITY RELATIONS



Community Relations ■ May 2022 Report

MEDIA

7 
Media Requests

TRADITIONAL OUTREACH

23 
Communications
Plans, year to date

11 
News Releases
Distributed

ONLINE OUTREACH

82 
Webpages
Approved

111 
Calendar Items
Approved

2 
Fact or Fiction
Questions Published

GRAPHICS

68 
Visuals Created

5 
Videos Completed

3 
Publications
Completed

SOCIAL MEDIA OUTREACH

174 
Social Media
Updates



57 
Questions Answered
on Social Media



Facebook

23,001
Followers

A Top Post ★

The post with the highest reach was the ColoradoScape Contest winning video entry, reaching 19,230 people with 107 reactions, 14 comments and 3 shares.

SOCIAL MEDIA REVIEW

8,012
Followers

Top Post ★

A National Public Works Week reel was the most popular post, reaching 4,848 people with 127 likes and 11 shares.

Instagram



Nextdoor

Top Post ★

35,578
Total members

A post about an emergency alert sent by El Paso County and received in error by some Castle Rock residents was the most popular, reaching 10,949 people with 24 reactions.

9,544
Followers

Top Tweet ★

Twitter



A tweet about an emergency alert sent by El Paso County and received in error by some residents was the most popular, reaching 12,000 people with 38 reactions and 7 retweets.



HR

Key Accomplishments

Human Resources sat on **eight** interview panels:

- Stormwater CIP Project Manager, Water
- HR Technician
- HR Generalist - Recruiter
- Accountant, Finance
- Traffic Engineering Technician
- Teen Court Coordinator interviews
- HR Technician interviews
- Development Services Administrative Assistant

HUMAN RESOURCES

Welcome!

Employee Orientation

17 new full-time employees came on board during May

Congratulations!

Performance Evaluations

HR on **May 6** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in May reviewed **45** 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 May

Well done!

Training

In May HR hosted **three** trainings: Performance Appraisal, two Inspired Leadership classes