



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

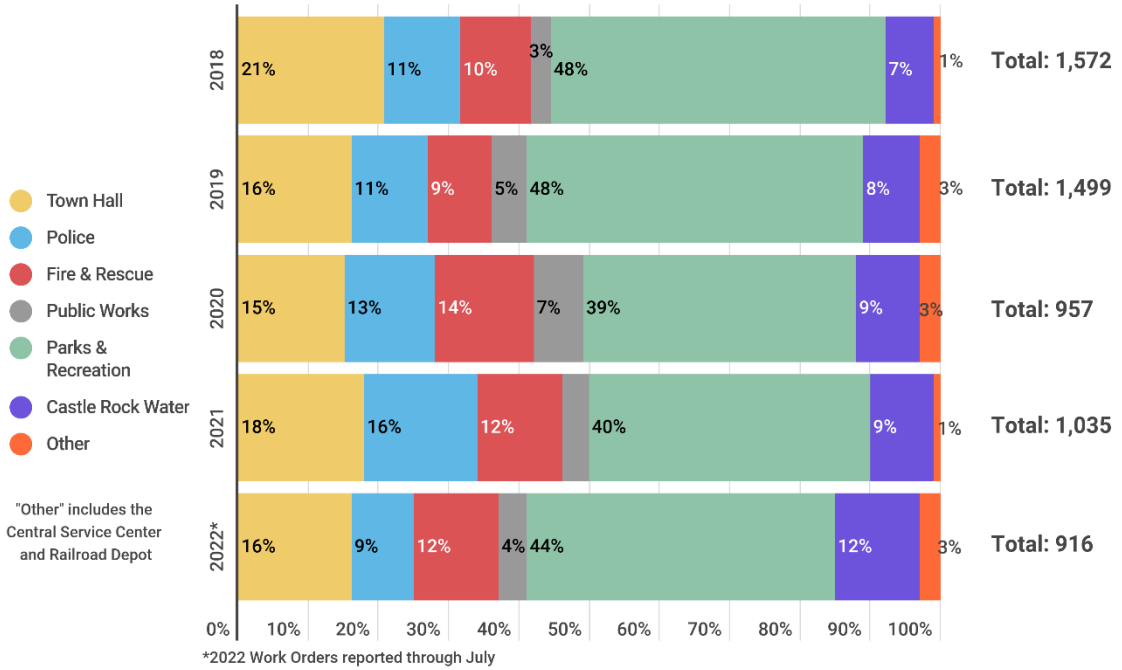
HUMAN
RESOURCES

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

- ▶ Completed **126** preventative maintenance activities and **25** custodial inspections in addition to regular work order requests. In total, the Facilities team handled **303** work orders in July
- ▶ Total YTD work orders are up **25%** over the same period in 2021
- ▶ Completed fence installation at Fire Station 154
- ▶ Completed door replacement for Recreation Center chemical rooms
- ▶ Ongoing project management for Town Hall lobby/3rd floor reconstruction
- ▶ Began search to fill vacant Lead Senior Maintenance Tech position
- ▶ Prepared contracts for upcoming work including temporary ADA ramp needs related to the upcoming Police Department accessibility improvements project
- ▶ Provided support for numerous other projects including opening the Police Department basement utilization design, Town Hall office space design and Police Department ADA improvements

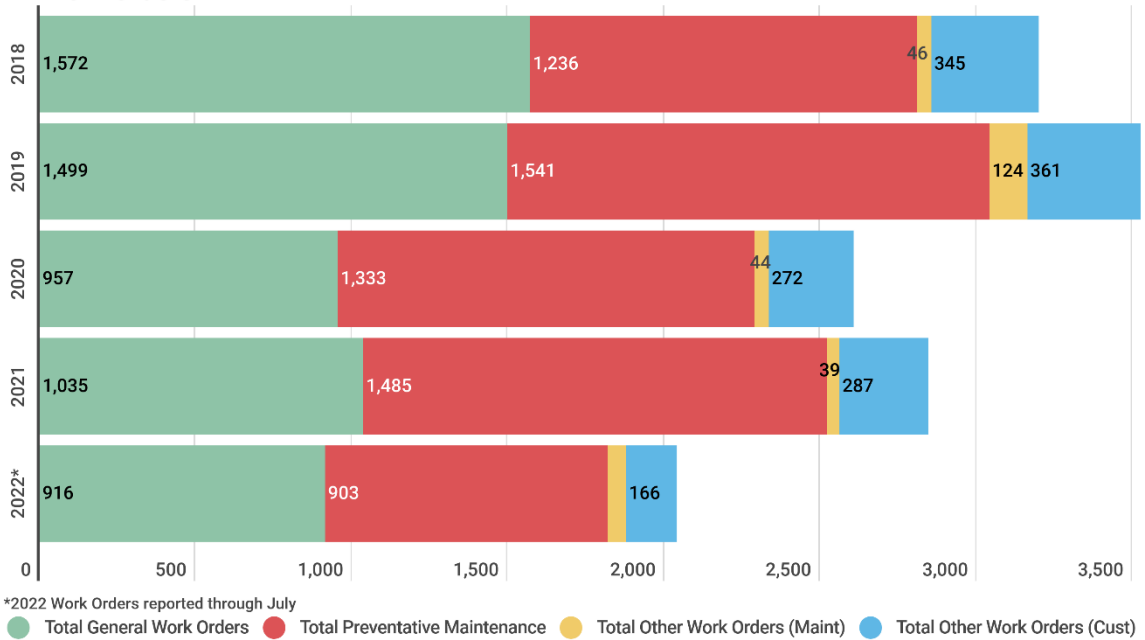
Facilities Division

General Maintenance Work Order % by Department



Facilities Division

All Work Orders



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



DoIT

Key Accomplishments

- ▶ Conducted **four** Town-wide training classes
- ▶ Performed Firewall patching and rule auditing
- ▶ Completed ArcGIS 10.8.1 Server Upgrade
- ▶ Upgraded the Public Art Mapping site with new art pieces
- ▶ Completed annual computer replacement project – 216 replacements!

DoIT

Help Desk

Addressed **422** total tickets, with an average time to resolve of **45** hours

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

There were **29** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **366** medium priority tickets this month, **98%** 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 **84** hours

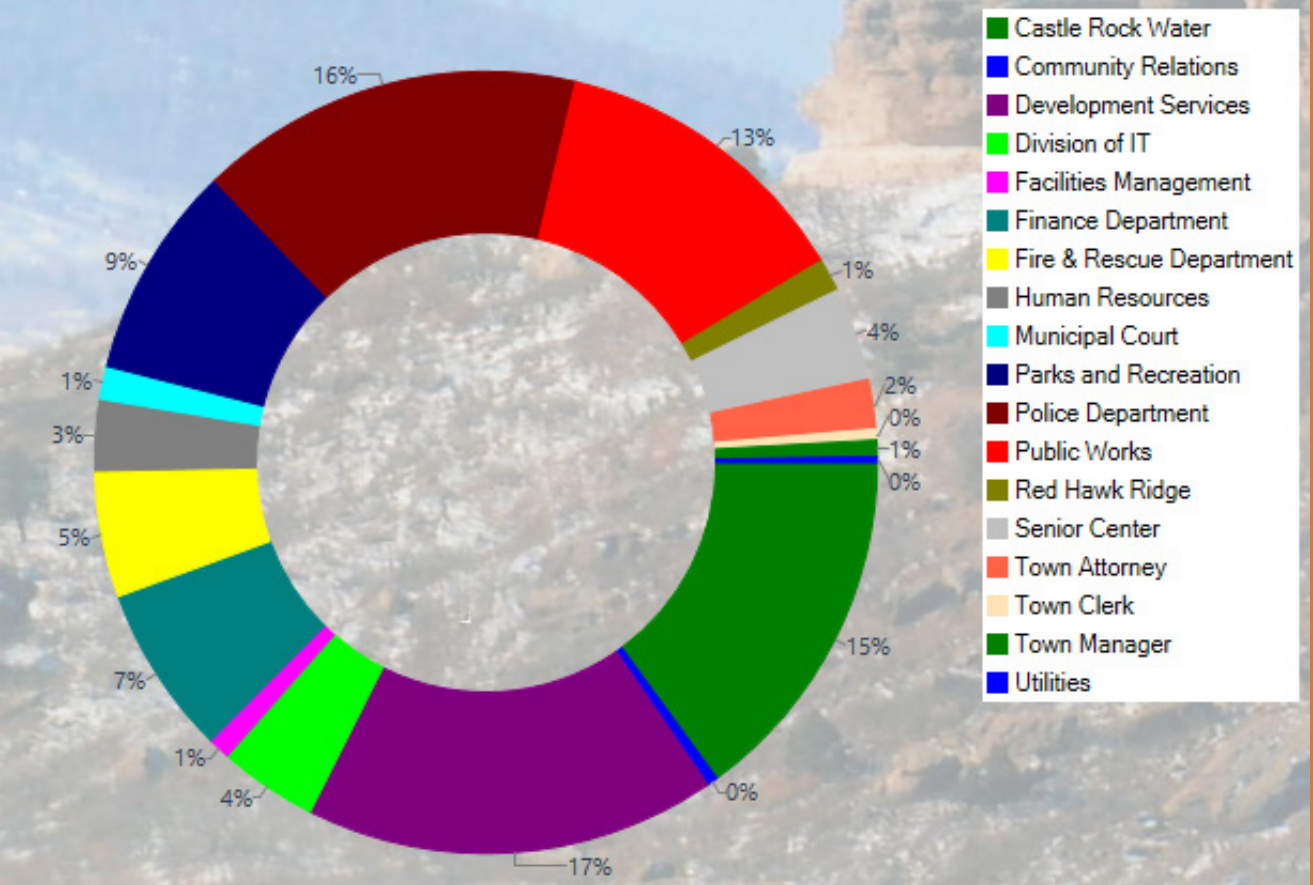
There were no annexations or zoning updates in July

There were **four** parcel updates in July, four of which (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

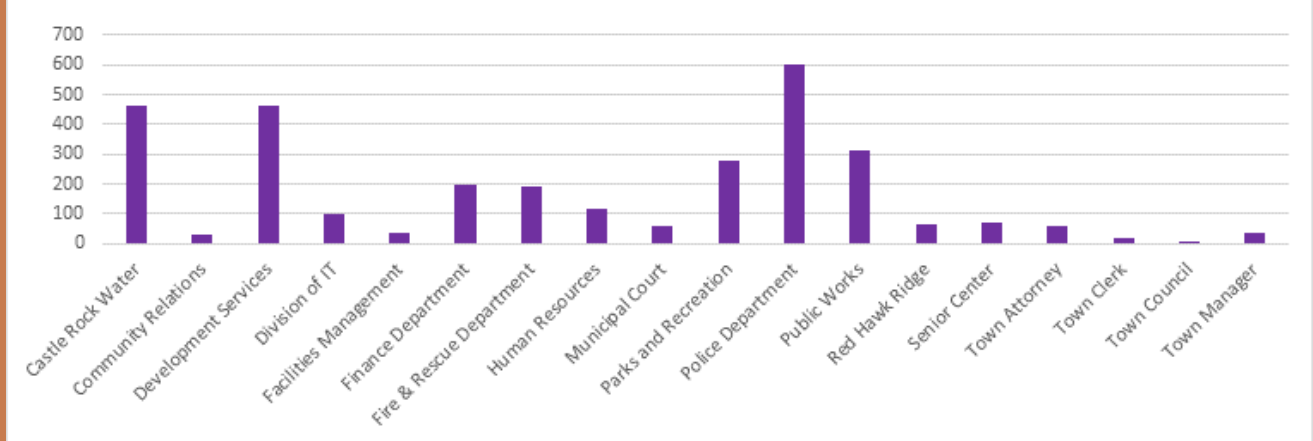
DoIT

Tickets by Department

7/1/2022 - 7/31/2022

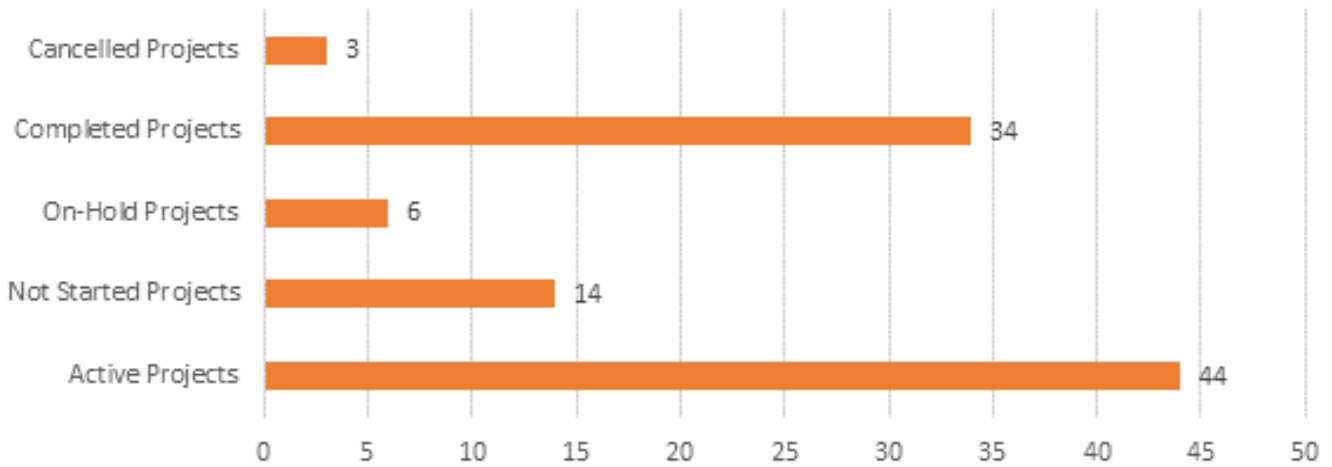


YTD Tickets = 3107

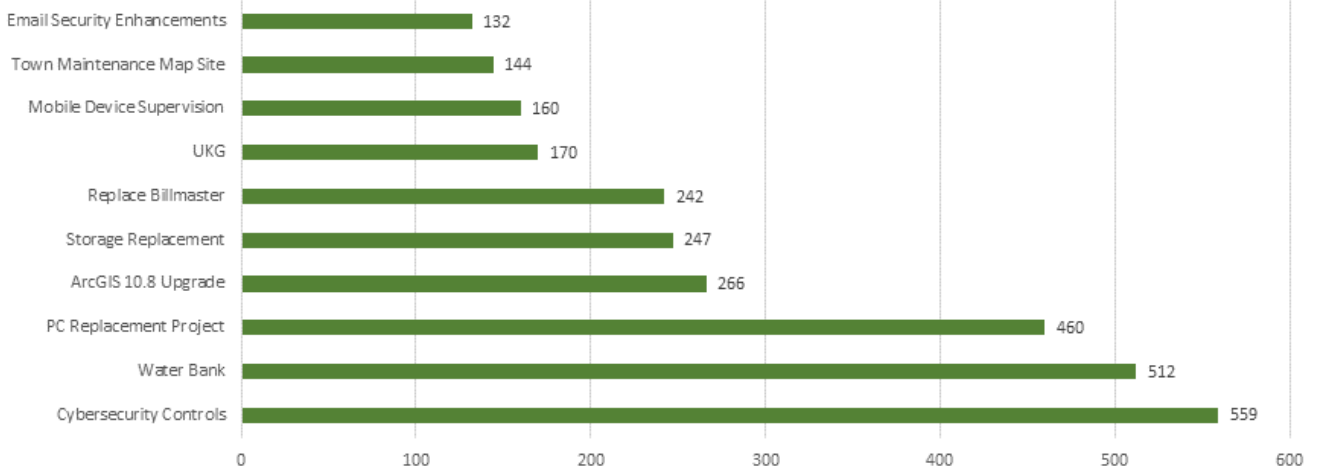


DoIT

DoIT Project Summary



Top 10 Active Projects by Hours



MC

Key Accomplishments

Teen Court Update

Twenty volunteers have completed the mandatory 12 hours of training to participate in Teen Court. Additionally, five more volunteers have completed four more hours of Jury Foreperson Training, and they are prepared to lead a Peer Panel Hearing. We are very grateful to Kourtnei Wilmes, a former Teen Court Volunteer and seasonal employee, who coordinated and completed the training for us. Kourtnei has been a volunteer and/or a seasonal employee with the Castle Rock Teen Court and Municipal Court for the past eight years. Kourtnei did a phenomenal job! Teen Court is ready to hear its first case on August 8.

Blankets for Community Service

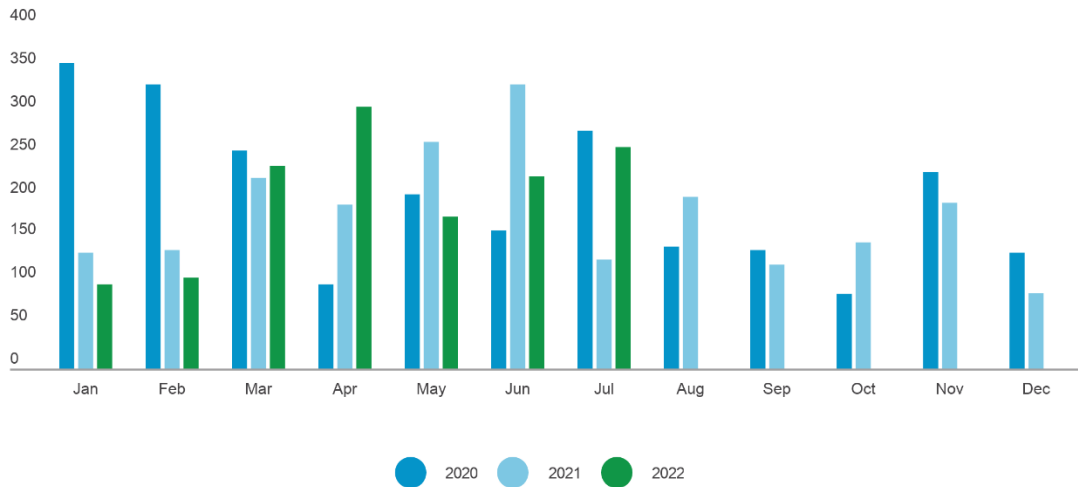
Defendants who have been Court ordered to complete Community Service hours as part of a sentence have the option of making no-sew, fleece blankets. The defendant is required to purchase the material and then watch an instructional "How-To" video. When the blankets are completed, the blankets are brought to the Court for approval. Once the blankets are approved, two hours for each blanket is credited toward the total hours ordered. The Court has received over one hundred blankets this month to donate to various community organizations, including Douglas County Canine Rescue, Buddy Center, Help and Hope Center, Faith Lutheran Church and Brookside Nursing Home.



MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report -July 2022

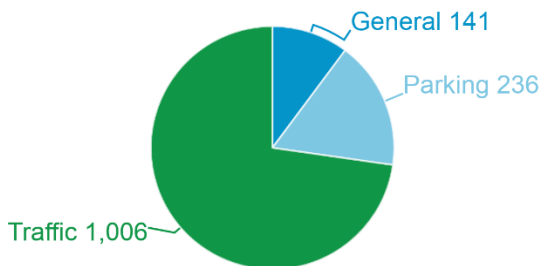
Total cases filed in Castle Rock Municipal Court: 2020-2022



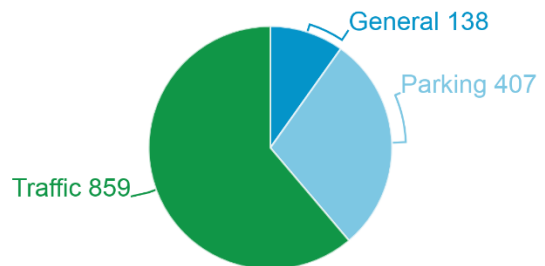
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	356	331	254	98	203	161	277	142	138	87	229	135	3,639
2021	135	138	222	191	264	331	127	200	121	147	193	88	2,411
2022	98	106	236	305	177	224	258						

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

2021 YTD



2022 YTD





CR

Key Accomplishments

- ▶ In July, Community Relations supported the District 1/3 and 5 open houses
- ▶ The team completed **three** publications: Outlook magazine, District 6 open house postcard and Your Town Talk newsletter
- ▶ A new record was set for CRgov.com visitors in July, with **156,121** website visits. Additionally, **193** people signed up to receive News and Announcement emails. The Town's Facebook audience grew by **244** and reached **414,183** people in July. The Town's Instagram audience grew by **103** and reached **47,257** individuals
- ▶ Staff during July issued news about:
 - Staff during June issued news releases about:
 - [Fire restrictions lifted, Castle Rock Fire and Rescue to continue monitoring conditions](#)
 - [Encounter art in Castle Rock; new art sculptures added to public spaces](#)
 - [Back by popular demand; dance the night away at The Summer Ball Aug. 20](#)
 - [Interested in running for Town Council or Mayor? Here's what you need to know](#)
 - Watch the Wild West come to life with a longhorn cattle drive July 29
 - ['The Show Must Go On' with Three Dog Night plays PSM Aug. 6](#)
 - Proposed improvements to Paintbrush Park pond; learn more at an open house July 21
 - [Learn about animals around The Rock in upcoming educational program](#)
 - [Chat with Councilmembers, cool off with Kona Ice at open houses in July-September](#)
 - Grant funding available for local nonprofits; applications due Aug. 1
 - July 5 and July 19 Council updates

Hyperlinked items were available as of Aug.. 3

COMMUNITY RELATIONS



Community Relations ■ July 2022 Report

MEDIA

8 
Media Requests

TRADITIONAL OUTREACH

27 
Communications
Plans, year to date

12 
News Releases
Distributed

ONLINE OUTREACH

74
Webpages
Approved



57
Calendar Items
Approved

1 
Fact or Fiction
Question Published

GRAPHICS

62 
Visuals Created

3 
Videos Completed

3 
Publications
Completed

SOCIAL MEDIA OUTREACH



155
Social Media
Updates



66 
Questions Answered
on Social Media



Facebook

23,369
Followers

A Top Post 

A post about the arrival of goats at the Metzler Family Open Space was the most popular, reaching 39,384 people with 2,388 reactions, 454 comments and 170 shares.

SOCIAL MEDIA REVIEW

8,187
Followers

★ Top Post

A reel of the goats at Metzler Family Open Space was the most popular post, reaching 20,310 people with 733 reactions. It also received 22,891 views, the highest ever on our account.

Instagram



Nextdoor

Top Post 

36,327
Total members

A post about the power outage at the Rec Center was the most popular, reaching 15,760 people with 5 reactions and 9 comments.

9,629
Followers

★ Top Tweet

Twitter



A tweet about the power outage at the Rec Center was the most popular with 5,402 impressions, 206 engagements and 2 retweets.



HR

Key Accomplishments

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

- Operator
- Financial/Sr. Financial Analyst
- Traffic Engineering Analyst
- Sales Tax Auditor
- Stormwater Project Manager
- Sr. Community Relations Specialist

HUMAN RESOURCES

Welcome!

Employee Orientation

Six new full-time employees came on board during July

Congratulations!

Performance Evaluations

HR on July 11 and July 22 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in July reviewed **76** 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 **four** recognitions in July

Well done!

Training

In July HR hosted **three** trainings: Leading Difficult Conversations, Fully Engaged and The Power of Habit