

FM

Town Manager's Office


DoITMCCOMHR

Under the direction and guidance of the Town Manager and Assistant Town Managers, 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

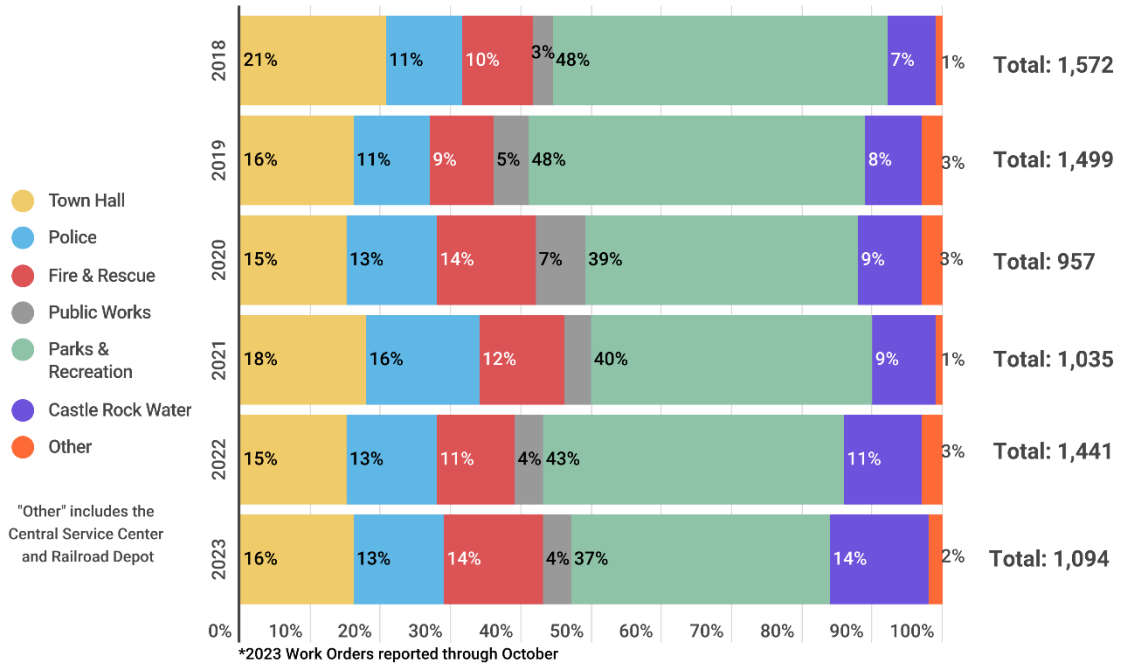


Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ In October, the Facilities team handled **310** work orders including 115 preventative maintenance activities and 32 custodial inspections. There were no emergency work orders in October
- ▶ Completed Rec Center elevator hydraulic line repair
- ▶ Planning for numerous projects including electrical and plumbing improvements at the Cantril School, HVAC control upgrades at Town Hall, annual fire alarm inspections and annual elevator inspections
- ▶ Supported Rec Center slide tower reconstruction project

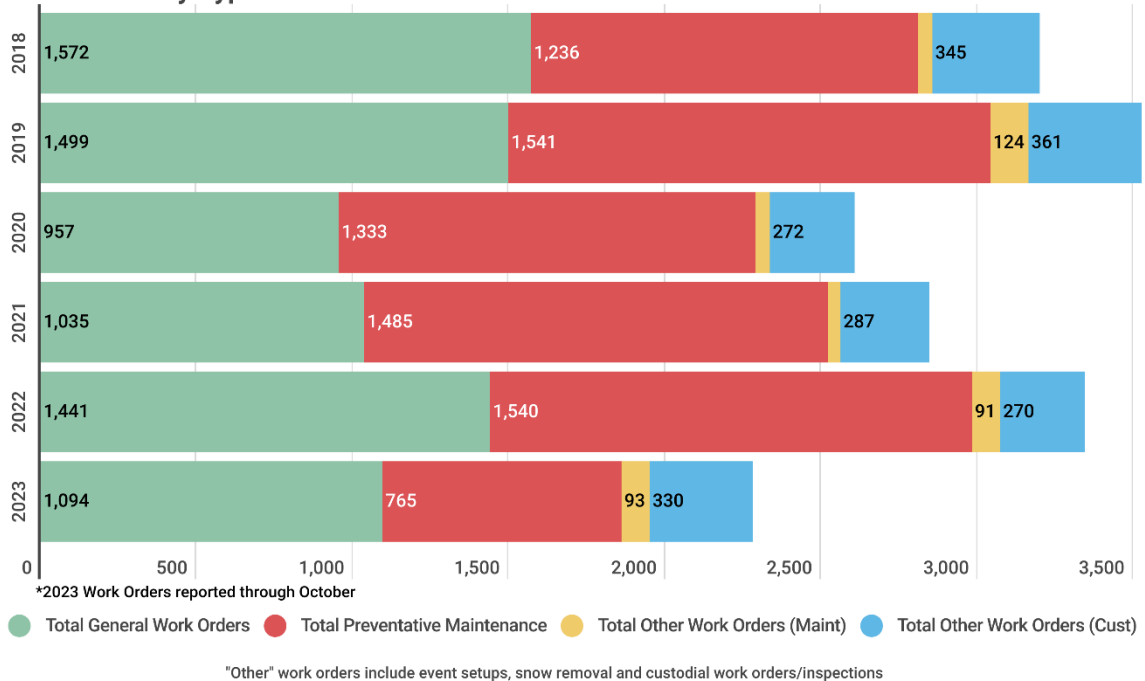
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type



- ▶ Conducted **four** Town-wide training classes
- ▶ Multi-factor authentication and device management upgrade for all Town mobile devices
- ▶ Police Records Management System (New World) upgrade and server migration complete

Help Desk

Addressed **427** total tickets, with an average time to resolve of **43** hours

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

There were **40** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **332** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **15** total tickets, with an average open-to-resolve time of **53** hours

There were no annexations in October

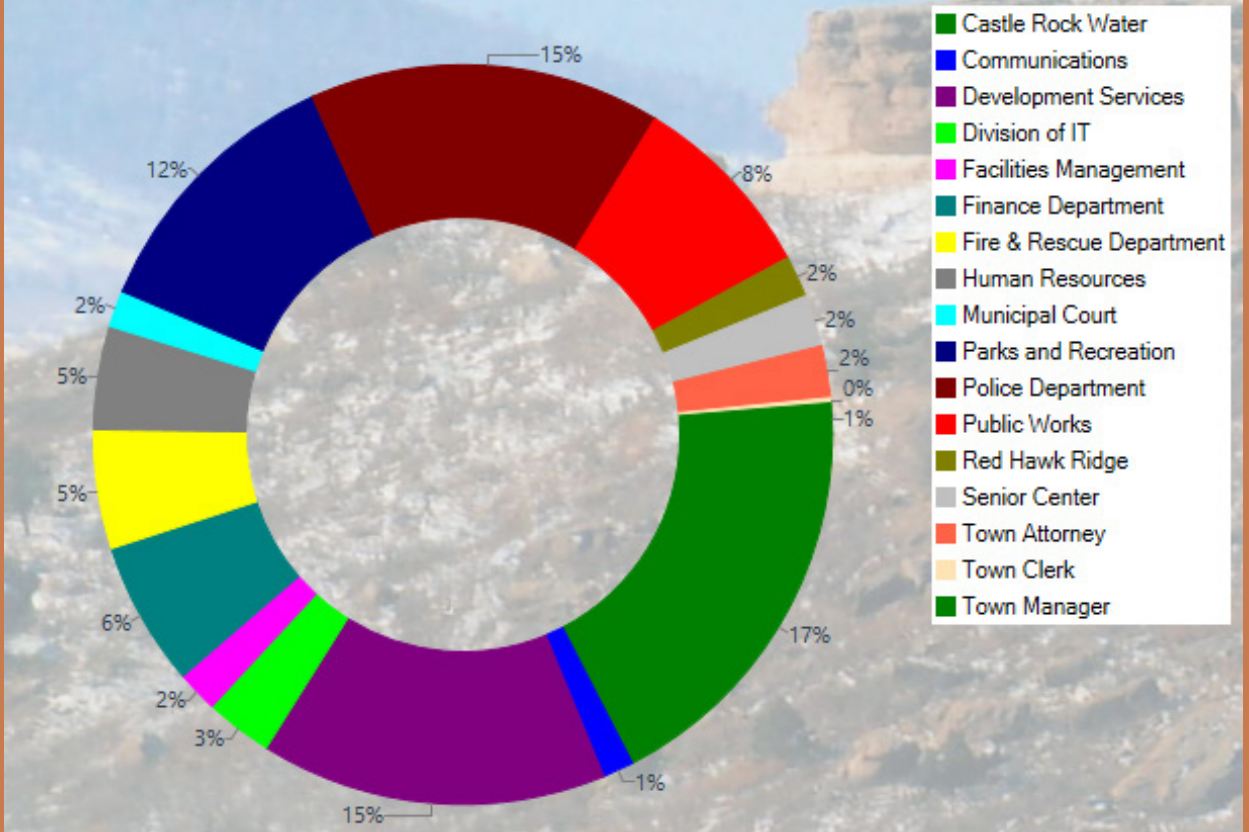
There were no zoning changes in October

There were no parcel updates in October

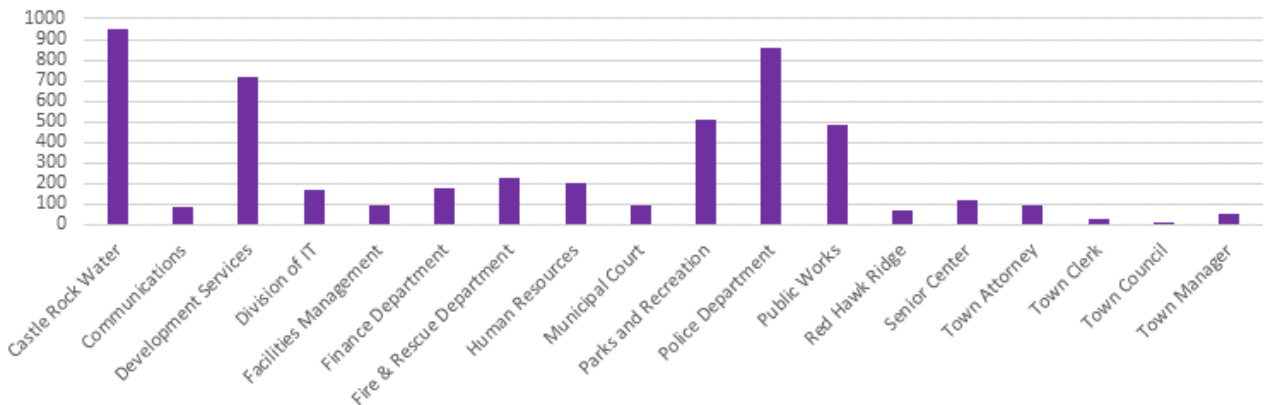
DoIT

Tickets by Department

10/1/2023 - 10/31/2023

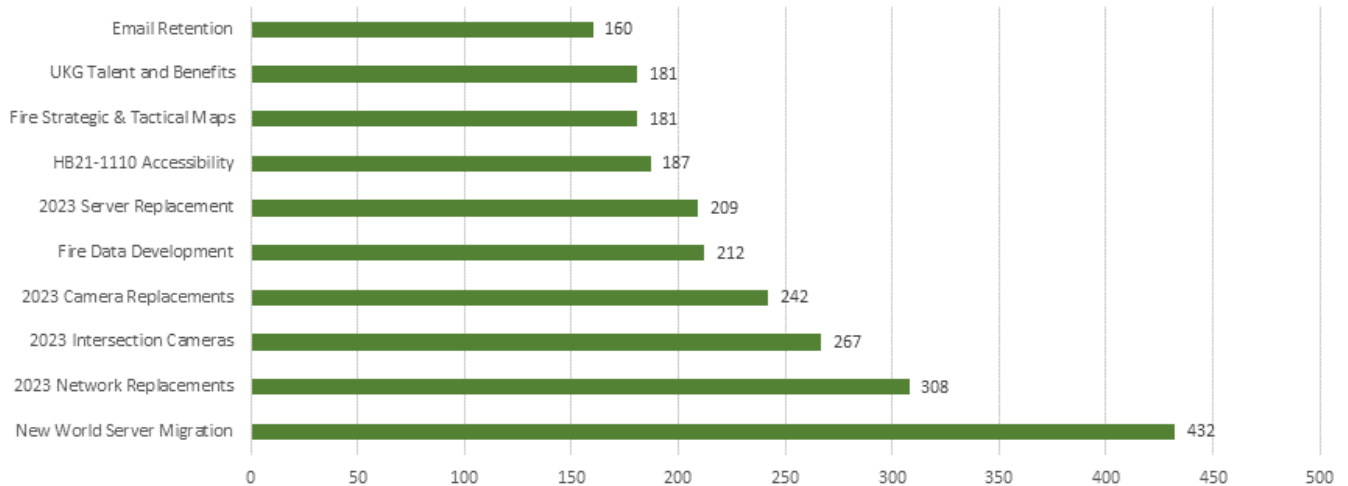


YTD Tickets = 4936

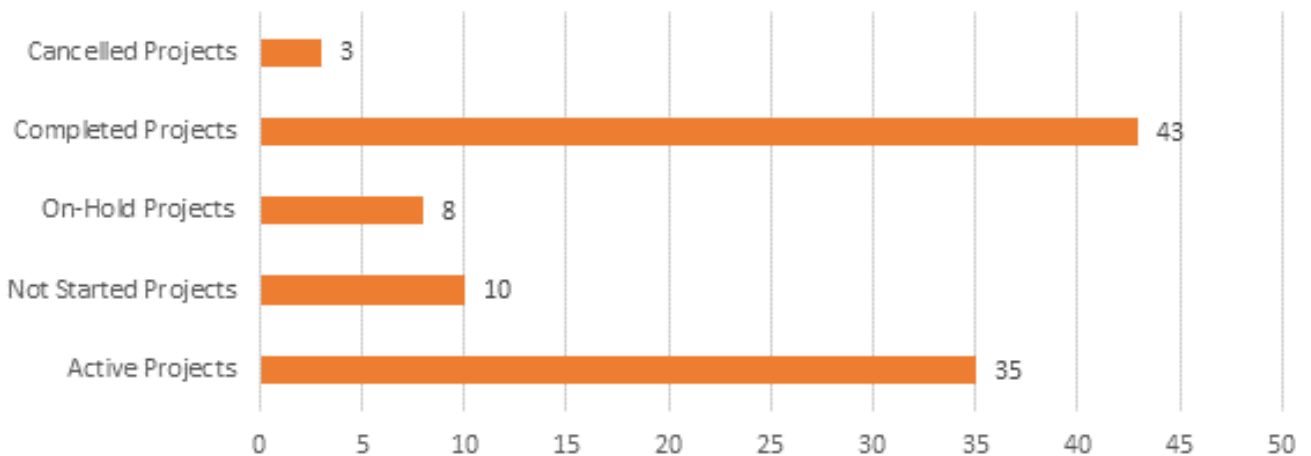


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC

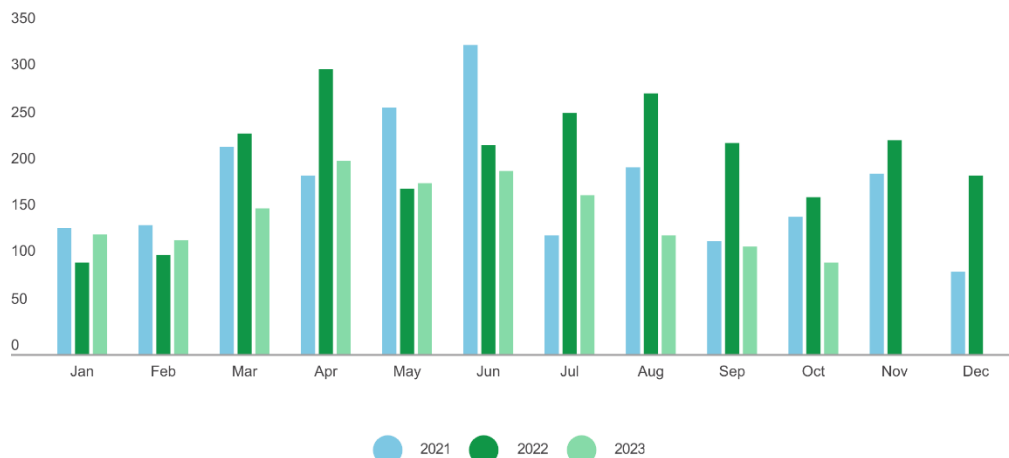
Key Accomplishments

- ▶ Teen Court Teen Court held **six** peer panels in October
- ▶ With assistance from Communications and Big Bite Productions, Teen Court has created an informative video tailored to respondents, providing an overview of the Teen Court process
- ▶ Communications designed a new logo for Teen Court. You can see the logo and the video at CRgov.com/TeenCourt
- ▶ An appeal was sent to the District Court. A defense attorney is appealing a decision regarding restitution
- ▶ The Court played host to a Court Basics class designed to equip new Court Clerks with essential skills and knowledge. This event drew the participation of twenty municipalities from across the state, making it a truly collaborative and informative training session

MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report - October 2023

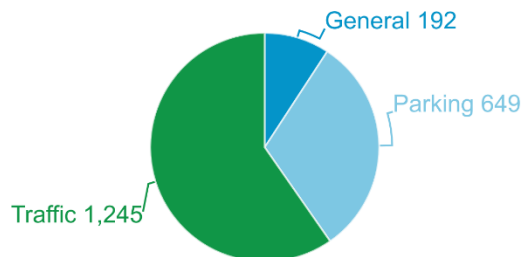
Total cases filed in Castle Rock Municipal Court: 2021-2023



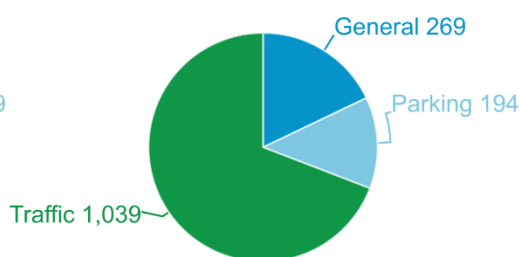
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021	135	138	222	191	264	331	127	200	121	147	193	88	2157
2022	98	106	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98			

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

2022 YTD



2023 YTD



Create and publish your infographic



COM

Key Accomplishments

- ▶ In October, Communications supported the Colorado Front Range Trail grand opening event, and the District 1 and 3 and District 2 open houses. Staff also completed **three** publications: Outlook magazine, North Meadows Drive traffic calming letter and Your Town Talk newsletter
- ▶ Staff during October issued news releases about:
 - [Provide input on Community Development Block Grant accomplishments and expenditures Nov. 13](#)
 - Proud of your pie? Enter the Town's Pie Bake-Off Nov. 4
 - [Rec Center leisure pool to close for maintenance beginning Oct. 22](#)
 - [More rebate funds available to Castle Rock Water customers in 2024](#)
 - Celebrate all things autumn at the Fall Festival Oct. 22
 - 'Cooking safety starts with YOU' this Fire Prevention Week, Oct. 8 to Oct. 14
 - Find family-friendly Halloween fun at Spooktacular Oct. 21
 - Upcoming CodeRED emergency notification test
 - Town starts Four Corners intersection improvements project Oct. 4
 - Oct. 3 and 17 Council updates

Hyperlinked items were available as of Nov. 6

COMMUNICATIONS



Communications

October 2023 Report

MEDIA

4
Media Requests

TRADITIONAL OUTREACH

39
Communications Plans, year to date

11
News Releases Distributed

ONLINE OUTREACH

108
Webpages Approved



44
Calendar Items Approved

0
Fact or Fiction Questions Published

GRAPHICS

36
Visuals Created

4
Videos Completed

3
Publications Completed

SOCIAL MEDIA OUTREACH

168
Social Media Updates



32
Questions Answered on Social Media



Facebook

25,748
Followers

SOCIAL MEDIA REVIEW

★
Top Post

A Colorado Front Range Trail post reached 67,129 people with 504 engagements, 48 comments and 44 shares.

9,344
Followers

Instagram



★
Top Post

The Fall Festival news release post reached 4,607 people with 211 likes, 58 shares and 27 saves.



Nextdoor

★
Top Post

40,675
Total members

A post about the Rec Center leisure pool maintenance closure had 4,665 impressions and four reactions.

9,344
Followers

★
Top Tweet

Twitter

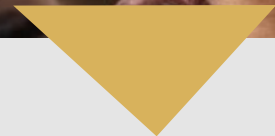


A tweet about the Four Corners intersection improvements was the most popular with 2,046 impressions and 105 engagements.



HR

Key Accomplishments



► HR attended **ten** interview panels:

- Street Operations Superintendent (3 Interviews, 1 debriefing session)
- Street Maintenance Technician I-III (6 interviews)
- Treatment Supervisor (1 interview)
- Water Plant Operator (2 interviews)
- Meter Specialist (6 interviews)
- Meter Technician (2 interviews)
- Traffic Engineering Technician (2 interviews)
- Distribution Operator (2 interviews)
- Fleet Technician (1 interview)
- System Admin (1 interview)

HUMAN RESOURCES

Welcome!

Employee Orientation

Seven new full-time employees came on board during October

Congratulations!

Performance Evaluations

HR in October reviewed **64** 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 October

Well done!

Training and Recruitment

HR attended **two** career fairs in October: Encore Career Fair, Rock Canyon High School Career Showcase. HR held **one** training in October: The Art of Active Listening