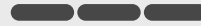


# Town Manager's Office



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.

## Facilities

Provides a safe, clean, positive environment at all municipal facilities, for both employees and the public



## Division of Innovation and Technology

Partners with departments Townwide to strategically implement technology that is secure and well-supported



## Community Relations

Facilitates community outreach and involvement for departments Townwide



## 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



## Human Resources

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





# Key Accomplishments

Completed **120** preventative maintenance activities and **24** custodial inspections, in addition to regular work order requests – in total, the Facilities Team handled **235** work orders in November

Completed ceiling repairs at Fire Station #151

Supported the Castle Rock Water engineering team move to new location

Completed gate installation at Sedalia water plant

Completed Town Hall improvements including kitchen serving area and bollard installation in the plaza

Completed lift, fire panel and extinguisher inspections

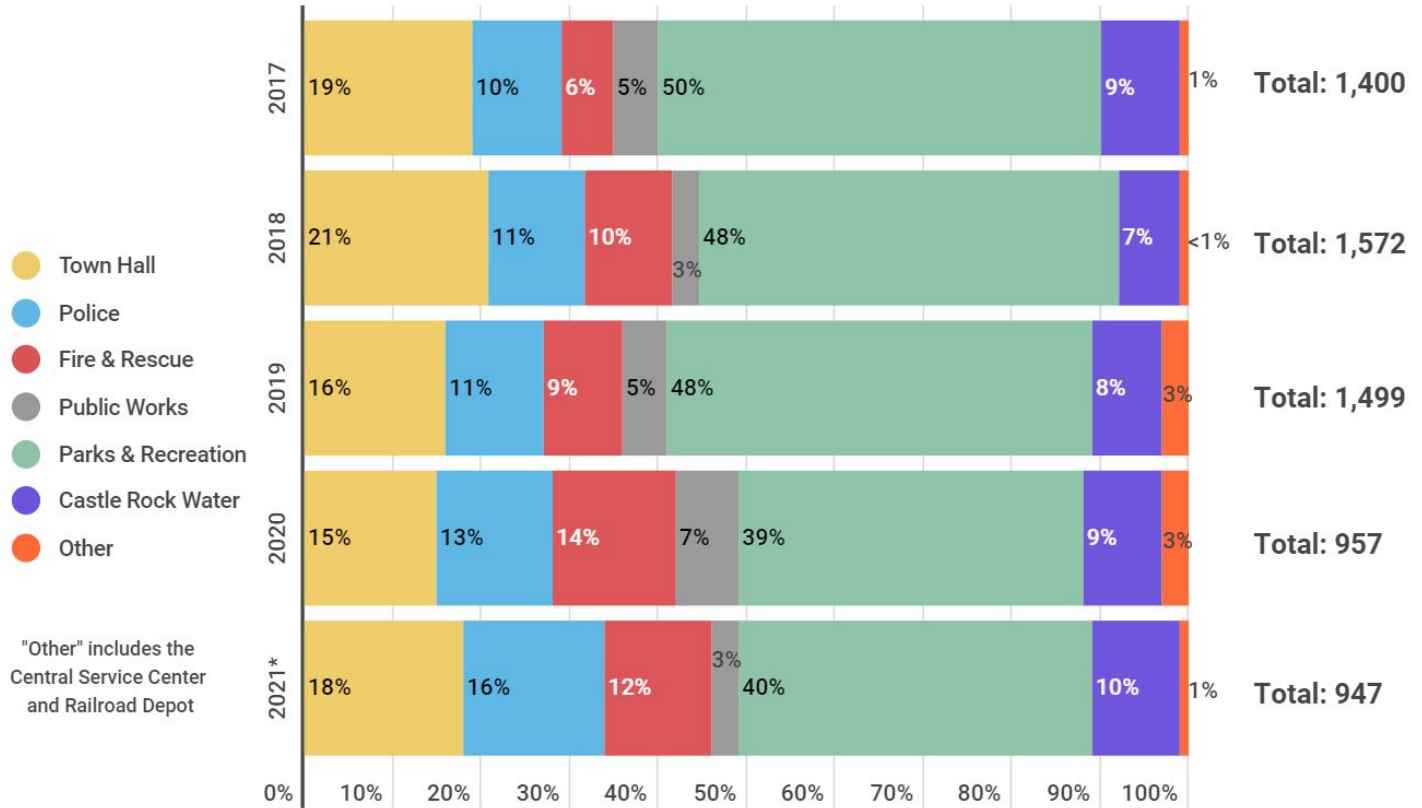
Planning and support for numerous other projects including concrete replacement at Fire Station #154, cube remodel at Town Hall, window repair/blind improvements in the Town Hall addition and future demolition of the structure at 4233 Home Street





# Facilities Division

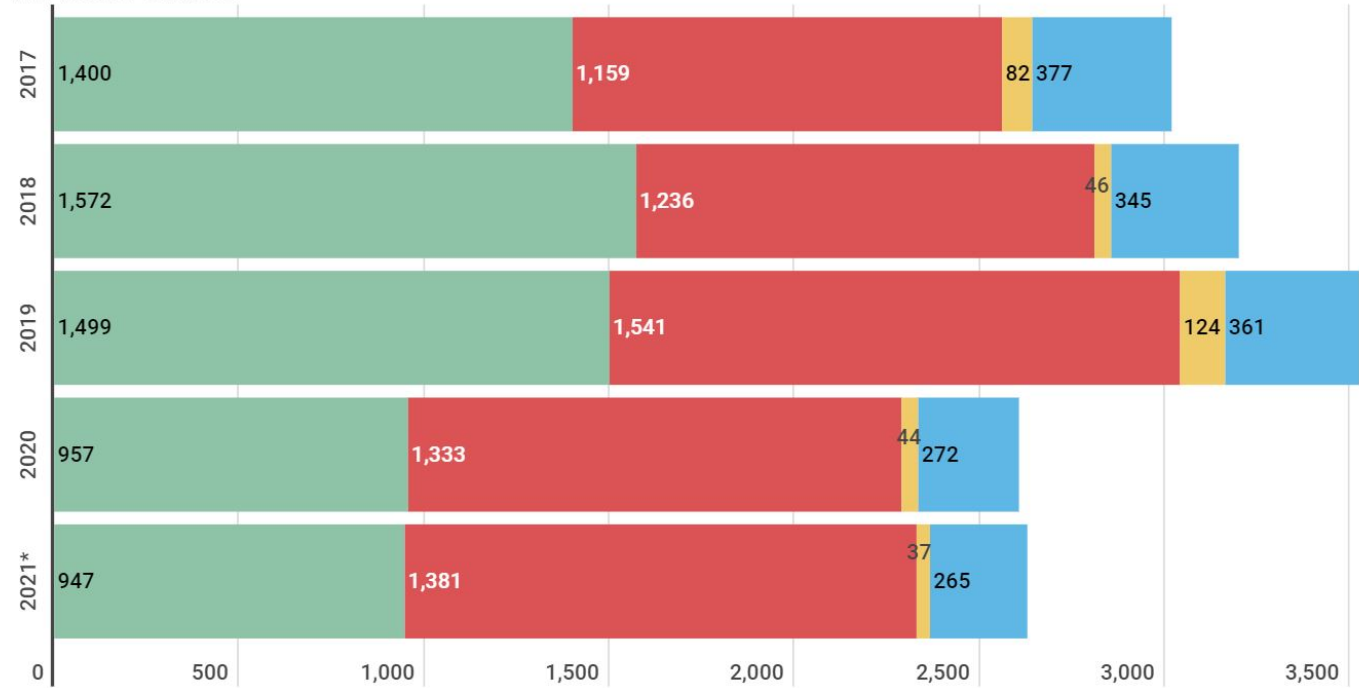
General Maintenance Work Order % by Department





# Facilities Division

## All Work Orders



\*2021 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



# Key Accomplishments



Finalized all technology support and moving of equipment for the CRW Admin building and remodel – **374** hours

Conducted **one** Town-wide security class

Welcomed new Computer Technician, Henri Adolf!



## Help Desk

Addressed **324** total tickets, with an average time to resolve of **47** hours

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

There were **25** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **269** medium priority tickets this month, **96%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

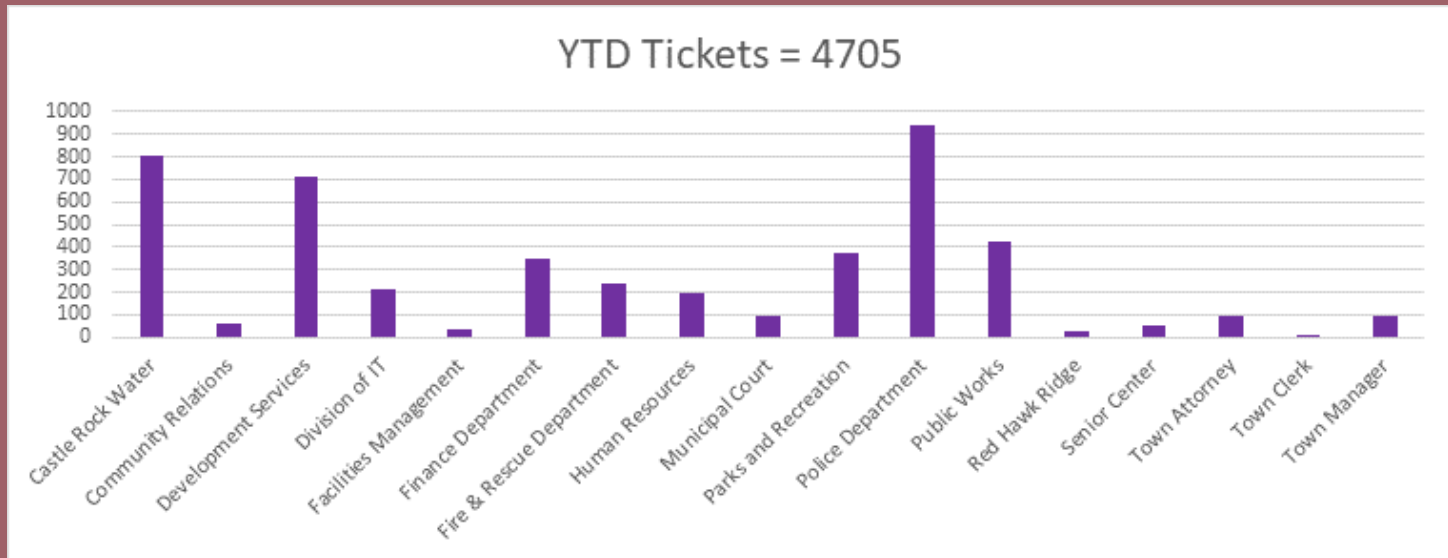
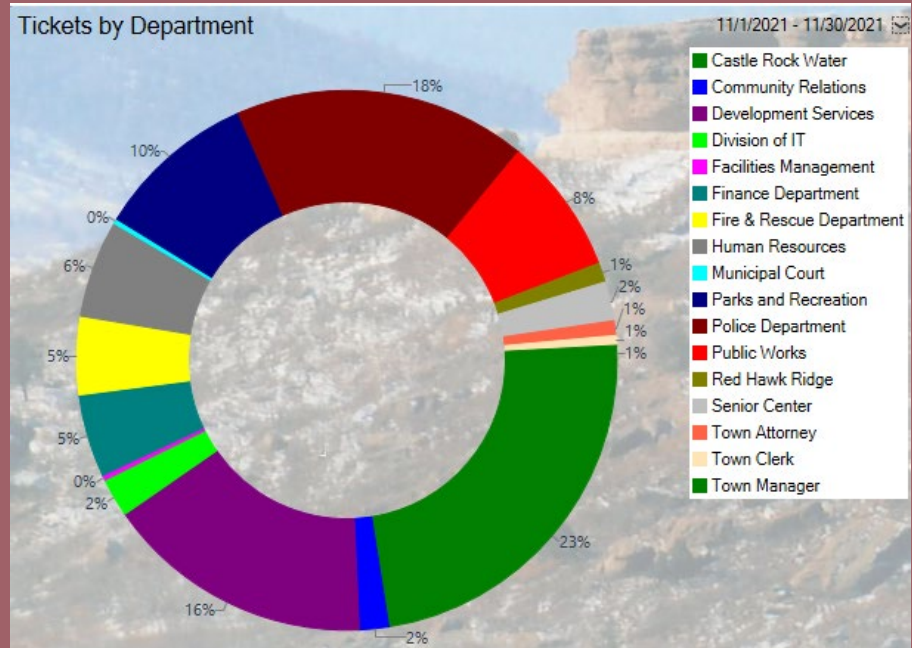
Addressed **18** total tickets, with an average open-to-resolve time of **96** hours

There were no annexations in November

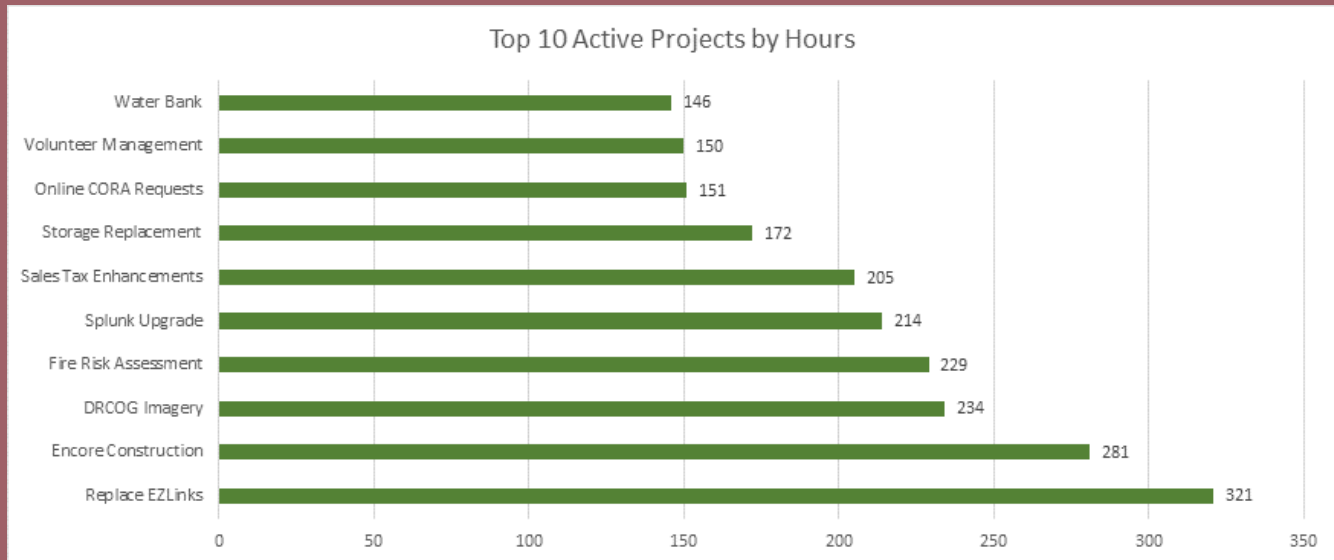
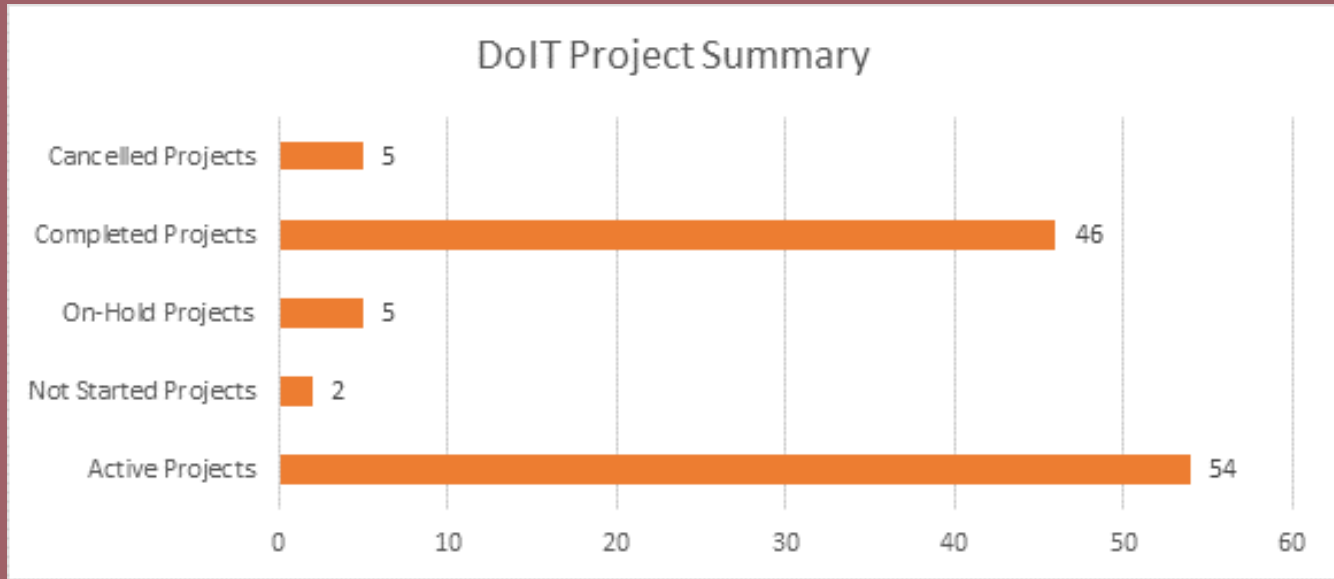
There were **two** zoning changes in November (100%), which were reflected within the GIS database map within two weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

There were **four** parcel updates in November (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

# Division of Innovation and Technology



# Division of Innovation and Technology





# Key Accomplishments



In November, Community Relations met with departments to plan for 2022 communications support opportunities

The team recognized the Holiday Art Contest award winner and coordinated the Town holiday card layout and printing

The team completed **one** publication: Your Town Talk newsletter

# Key Accomplishments



Staff during November issued news releases about: [Castle Rock Fire and Police departments to escort Santa through Town](#)

[Events during the Season of the Star help the holidays shine bright](#)

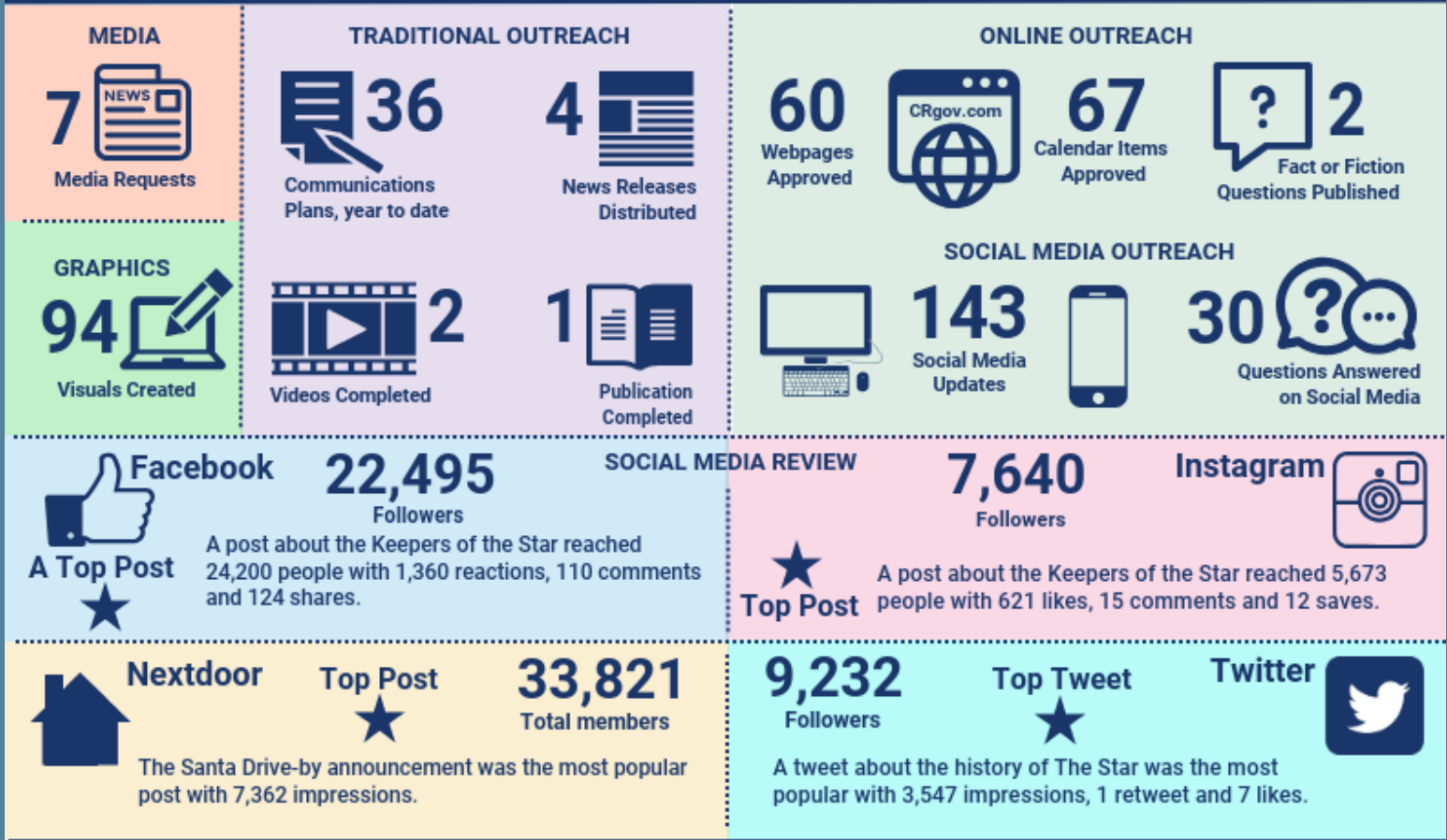
Voters approve two ballot questions, reject two questions, per early election results

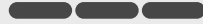
November 16 Council update

*Hyperlinked items were available as of Dec. 6.*



## Community Relations ■ November 2021 Report





# Key Accomplishments



HR sat on one interview panel in November: Payroll Technician

# Human Resources



## Welcome!

### Employee Orientation

**Five** new full-time employees came on board during November

## Congratulations!

### Performance Evaluations

HR on **Dec. 8** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in November reviewed **41** 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 award recognitions in November

## Well done!

### Training

There were no training classes in November



# Key Accomplishments

The Court staff organized the Town's adopt-a-child program. Staff collected wish lists from 12 schools. Town staff graciously adopted 61 children and provided holiday gifts including, clothes, toys and bicycles



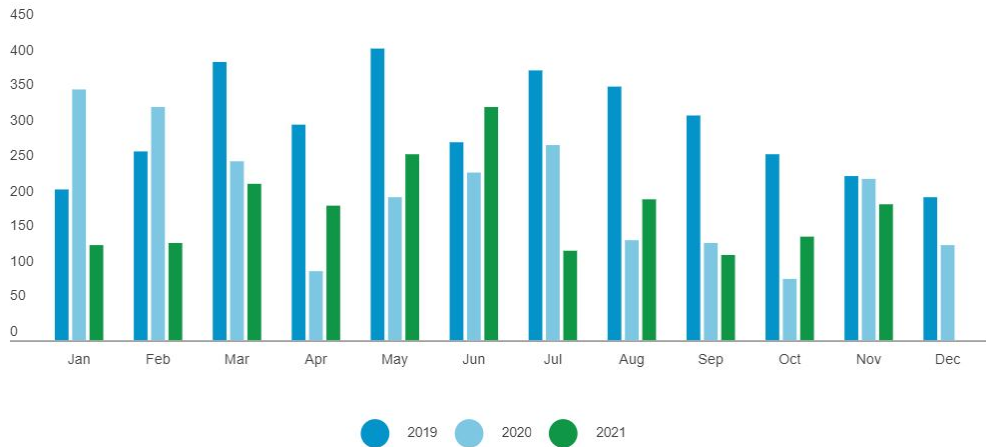
Starting in January, courts will no longer be able to issue liens on a defendant's driving privilege for not appearing in court or not paying a traffic ticket. These liens are called OJW holds, Outstanding Judgment and Warrant holds. OJWs are a valuable tool courts use to hold people accountable for a traffic infraction and get them into the courtroom. Court staff is working on creating new procedures, processes and forms to accommodate the loss of this tool. Defendants will have a little more than 30 days from the date of their court appearance to pay any fines and fees assessed. If the traffic ticket is not paid by the due date, then the defendant can appear in court and either request additional time to pay or request the option to complete community service in lieu of paying the fine. If the defendant does not pay or complete the community service, then the case will be turned over to a collections agency

# Municipal Court



## Total cases filed in Castle Rock Municipal Court: 2019-2021

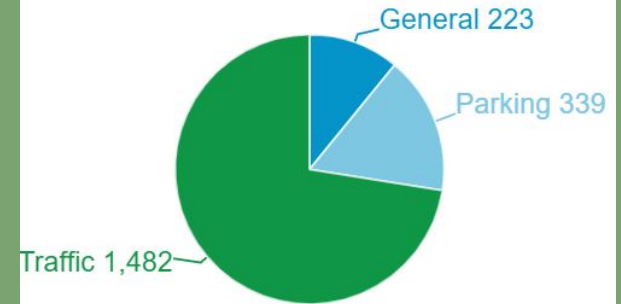
Total cases filed in Castle Rock Municipal Court: 2019-2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019	214	268	395	306	414	281	383	360	319	264	233	203	3,639
2020	356	331	254	98	203	161	277	142	138	87	229	135	2,411
2021	135	138	222	191	264	331	127	200	121	147	193		

Total cases filed in Castle Rock Municipal Court by type year to date: November 2020 vs. November 2021

2021 YTD



2020 YTD

