



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



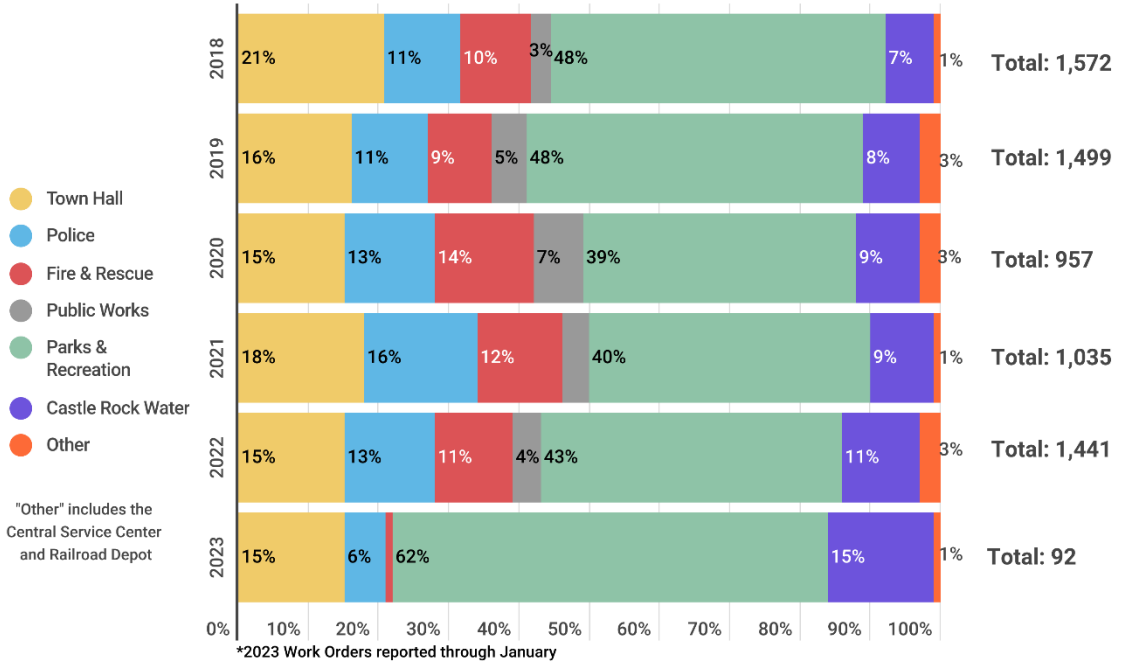
FM

Key Accomplishments

- ▶ In January, the Facilities team handled **174** work orders including **55** preventative maintenance activities and **22** custodial inspections
- ▶ Repaired the sand/oil interceptor at Fire Station #152
- ▶ Planning for ADA improvements at numerous Town facilities in 2023
- ▶ Resolved major sewer line issues at the Police Department
- ▶ Ongoing implementation of new Workorder Management Software – planned to launch on February 1st
- ▶ Continued work on Fire Apparatus Bay Door Raise, PD Interior Renovation and Town Hall Renovation projects

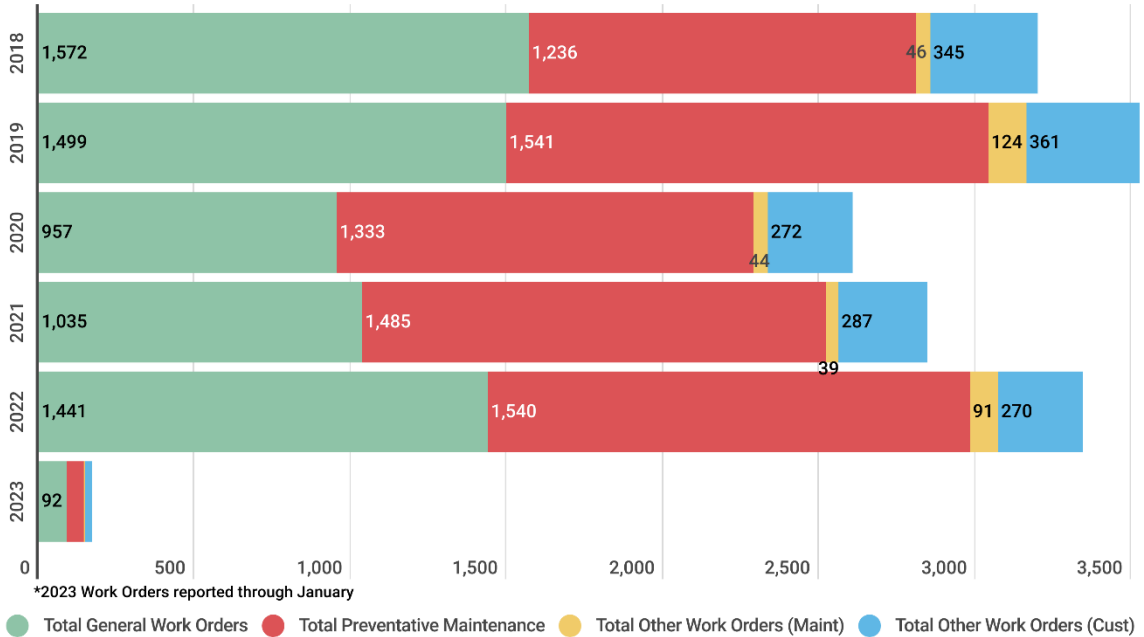
Facilities Division

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 **three** Town-wide training classes
- ▶ Successful go-live of the Northstar water billing system
- ▶ Go-live of the UKG payroll system with **two** successful payroll periods
- ▶ Bryan Archer promoted from Computer Technician to Infrastructure Technician

DoIT

Help Desk

Addressed **542** total tickets, with an average time to resolve of **46** hours

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

There were **41** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **442** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

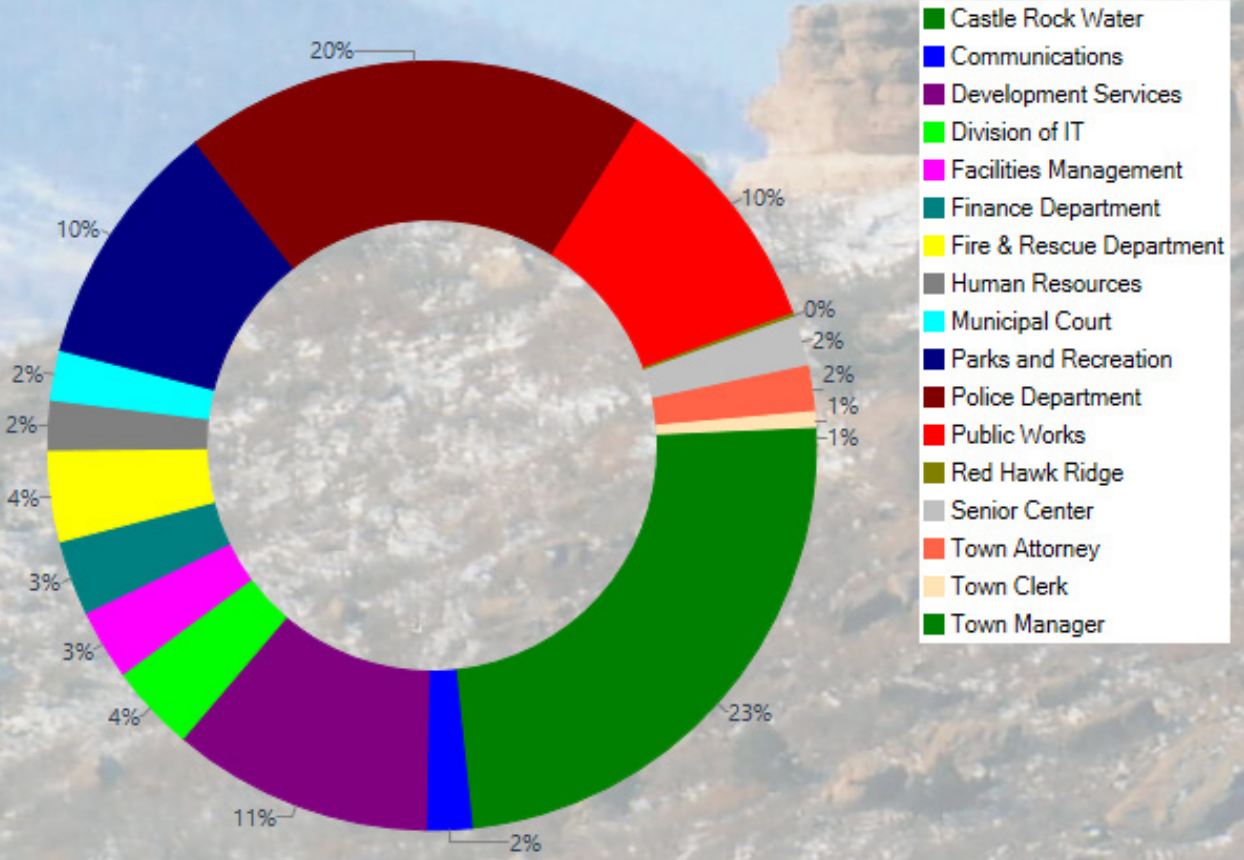
Addressed **20** total tickets, with an average open-to-resolve time of **110** hours

There were no annexations, parcel or zoning updates in January

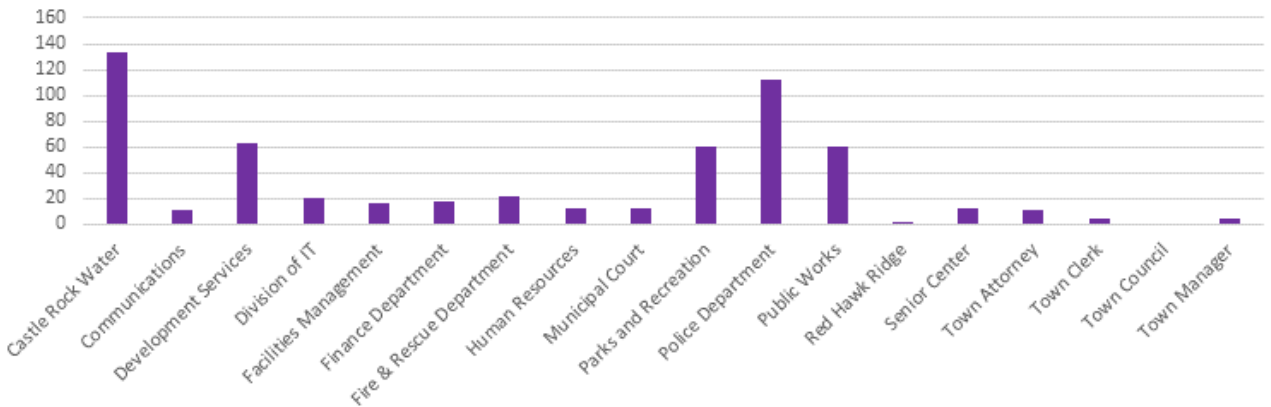
DoIT

Tickets by Department

1/1/2023 - 1/31/2023

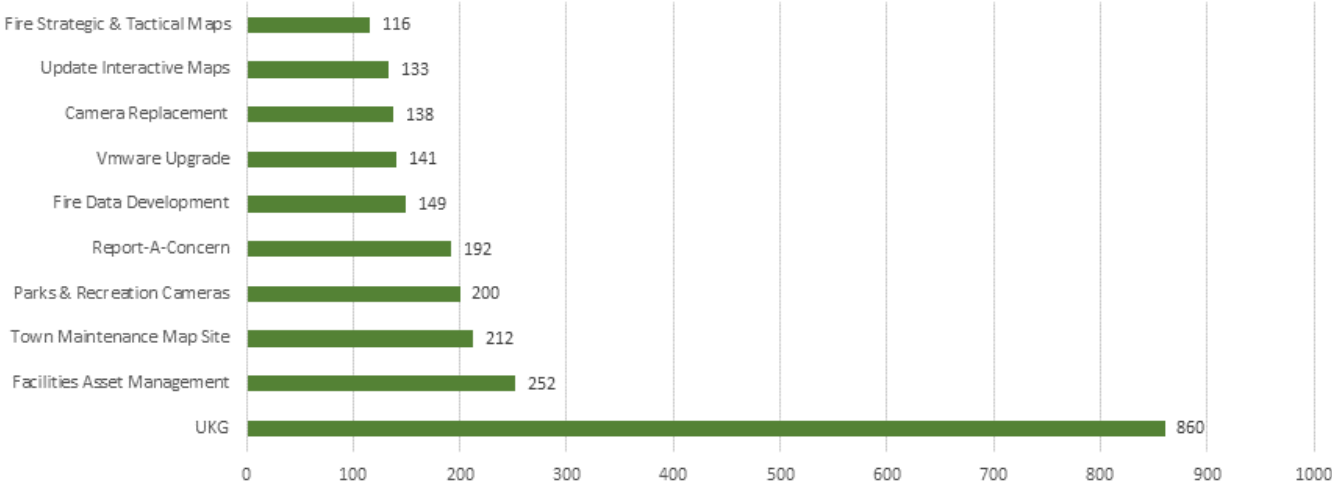


YTD Tickets = 574

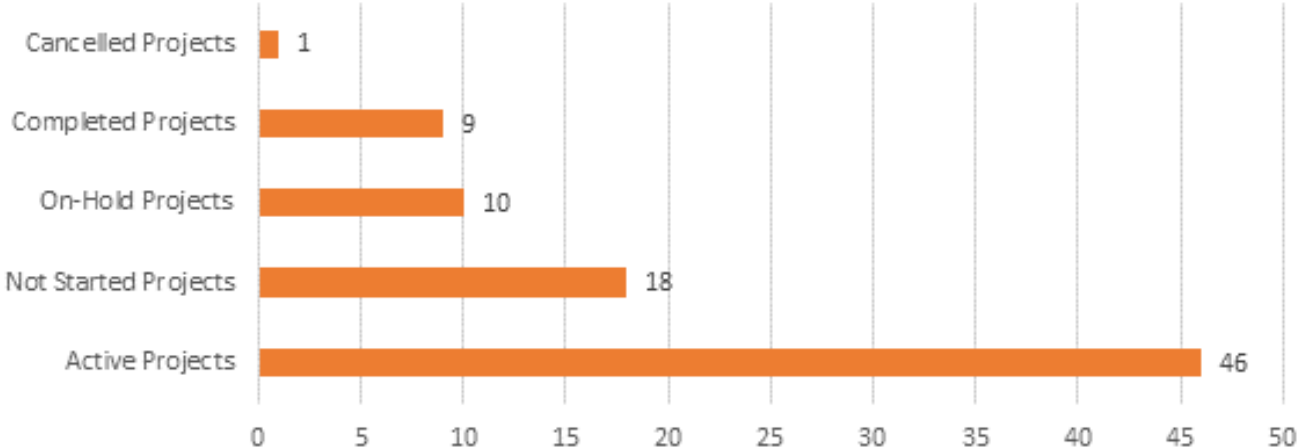


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC



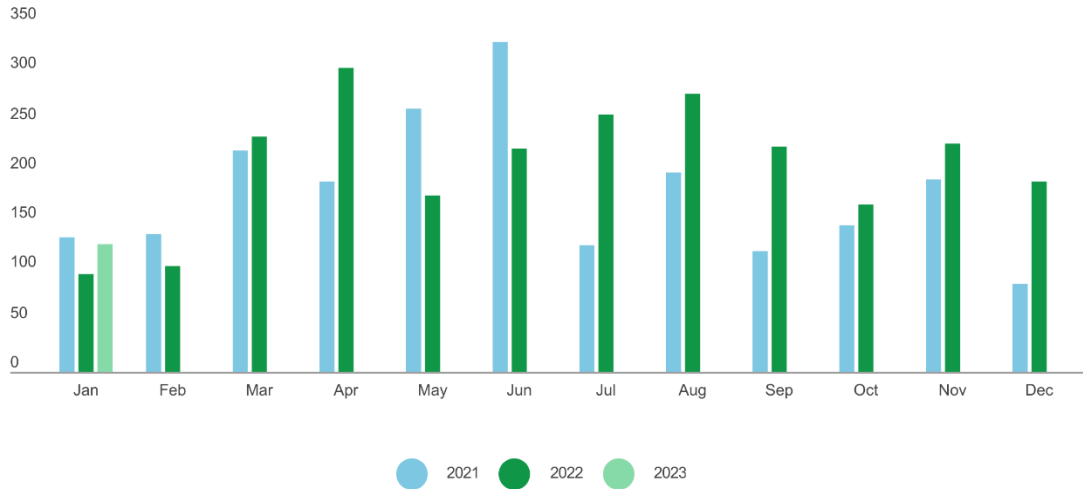
Key Accomplishments

- ▶ Teen Court held **four** peer panels in January
- ▶ Municipal Court established a monthly warrant audit procedure
- ▶ We are working on updating our strategic plan

MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report -January 2023

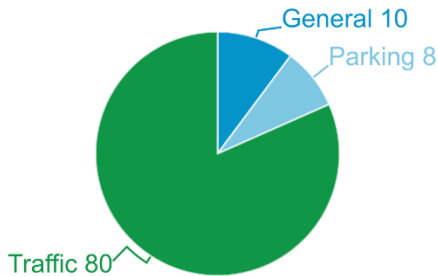
Total cases filed in Castle Rock Municipal Court: 2021-2023



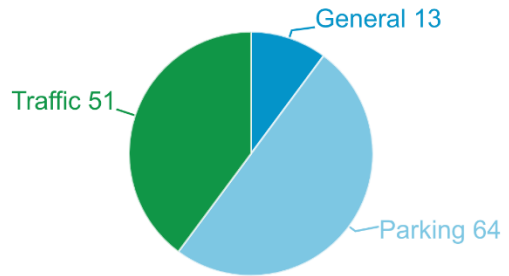
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021	135	138	222	191	264	331	127	200	121	147	193	88	2157
2022	98	106	236	305	177	224	258	279	226	168	229	191	2497
2023	128												

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

2022 YTD



2023 YTD





COM

Key Accomplishments

- ▶ In January, Communications held a second website accessibility training for the Town web team
- ▶ Staff also completed **six** publications: 2022 Year in Review mailer, Your Town Talk newsletter, Town Council mailer, Your Voice Matters residential survey postcard, Your Voice Matters business survey postcard and the Water bill postcard
- ▶ Staff during January issued news releases about:
 - [Help Castle Rock's bluebird population soar; volunteers needed for the 2023 season](#)
 - [Get active and have fun – register for upcoming youth and adult sports leagues and clinics](#)
 - [Town of Castle Rock highlights 2022 achievements, looks forward to 2023](#)
 - [Get a jump start on summer; youth camp registration opens Monday, Jan. 16](#)
 - Have an enchanted evening at The Winter Ball, Saturday, Feb. 4
 - The Town begins initial Downtown train horn quiet zone construction
 - Jan. 3 and 17 Council updates

Hyperlinked items were available as of Feb. 10

COMMUNICATIONS



Communications ■ January 2023 Report

MEDIA

3 
Media Requests

TRADITIONAL OUTREACH

0 
Communications
Plans, year to date

8 
News Releases
Distributed

ONLINE OUTREACH

188 
Webpages
Approved

48 
Calendar Items
Approved

1 
Fact or Fiction
Question Published

GRAPHICS

50 
Visuals Created

4 
Videos Completed

6 
Publications
Completed

SOCIAL MEDIA OUTREACH

104 
Social Media
Updates



40 
Questions Answered
on Social Media



Facebook **23,925**
Followers

A Top Post ★

A post highlighting the Star turning off for the season was the most popular, reaching 43,688 people with 1,705 engagements, 132 comments and 117 shares.

SOCIAL MEDIA REVIEW

8,587
Followers

Top Post ★

A post highlighting shoveling tips and responsibilities was the most popular, reaching 4,674 people 364 engagements, 28 comments and 48 shares.

Instagram



Nextdoor **Top Post** **38,247**
Total members

The Jan. 17 snow-tification was the most popular post, reaching 4,879 people with 13 reactions and 1 comment.

9,670
Followers

Top Tweet ★

A tweet encouraging the public to work with Town online on Jan. 18 for the snow closure was the most popular with 1,025 impressions, 43 engagements and 1 retweet.

Twitter



The slide features a background image of several people's hands stacked together in a circle, symbolizing teamwork. A large gold circle on the left contains the letters 'HR'. The title 'Key Accomplishments' is written in white text across the top. A gold downward-pointing triangle is positioned below the title. The main content is a bulleted list of HR accomplishments. The footer includes the Town of Castle Rock logo and the page information.

HR

Key Accomplishments

- ▶ HR attended **eight** interview panels:
 - Traffic Engineering Technician
 - Grant Administrator
 - SCADA Analyst
 - Meter Services Technician
 - CRW Assistant Director
 - Development Services Technician
 - Operations Manager
 - HR Technician

HUMAN RESOURCES

Welcome!

Employee Orientation

Six new full-time employees came on board during January

Congratulations!

Performance Evaluations

Due to the UKG implementation, this information will be provided next month

Thank you!

Employee Recognition

There were **three** recognitions in January

Well done!

Training

There were no trainings in January.