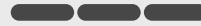


Town Manager's Office



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 **104** preventative maintenance activities and 20 custodial inspections, in addition to regular work order requests – in total, the Facilities Team handled **216** work orders in December

For 2021, the team completed **2,846** work orders with **52%** consisting of preventative maintenance activities. Total work orders increased **9%** over 2020

Completed scaffolding installation for repair to blinds and windows in Development Service – window and blind repairs also completed. Completed painting for Castle Rock Water conference room and Fire Station #151 ceiling

Planning and support for numerous other projects including the Police Department basement renovation, Police Department ADA improvements and the Development Services plant wall replacement



Facilities Division

General Maintenance Work Order % by Department

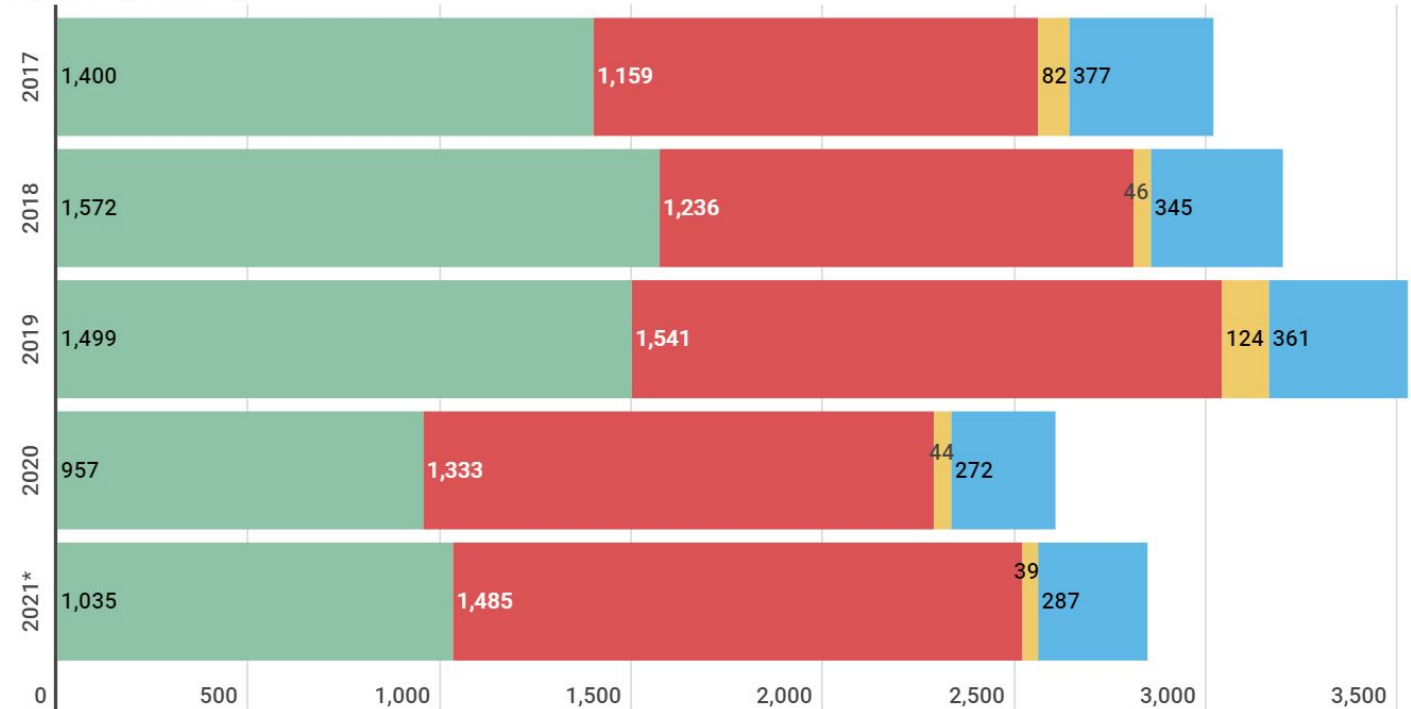


*2021 Work Orders reported through December



Facilities Division

All Work Orders



*2021 Work Orders reported through December

● 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



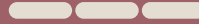
Mitigated the Log4j exploit on Town servers and affected applications

Upgraded Municipal Court application, Town-wide paging software, and Sales Tax system to accommodate the new Lodger's Tax

Santa Tracker mapping site was created to educate the public on when Santa would arrive during the Santa Drive-By event

2021 Major Accomplishments

- Successful failover testing to the Disaster Recovery site for public safety related applications
- 2021 Election Redistricting scenario created by GIS – approved by the Election Commissioners on March 9, 2021
- FirstNet dedicated public safety nationwide wireless broadband deployed to Fire, Police and Water departments
- Infrastructure and technology provided to the new Water Administration building, the Plum Creek Water Purification Facility, and the Encore garage
- Laserfiche – Enterprise Content Management software was implemented to replace end-of-life Alchemy
- Major upgrades to applications: New World and New World CAD (Police Records Management), Cherwell (Helpdesk and Obligation Management), Salesforce Sales Tax, Microsoft Exchange
- Implemented Kari's Law – FCC mandated Act for location identifiers on all Town desk phones
- Replaced 40 Town-wide Konica Minolta printers
- Interactive Mapping Sites – Cell Sites (new), Parks & Recreation (new), 2021 Election Redistricting (new), Development Activity (enhanced), Neighborhood Map (enhanced)



Help Desk

Addressed **308** total tickets, with an average time to resolve of **47** hours

There was **one** emergency ticket 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 **243** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

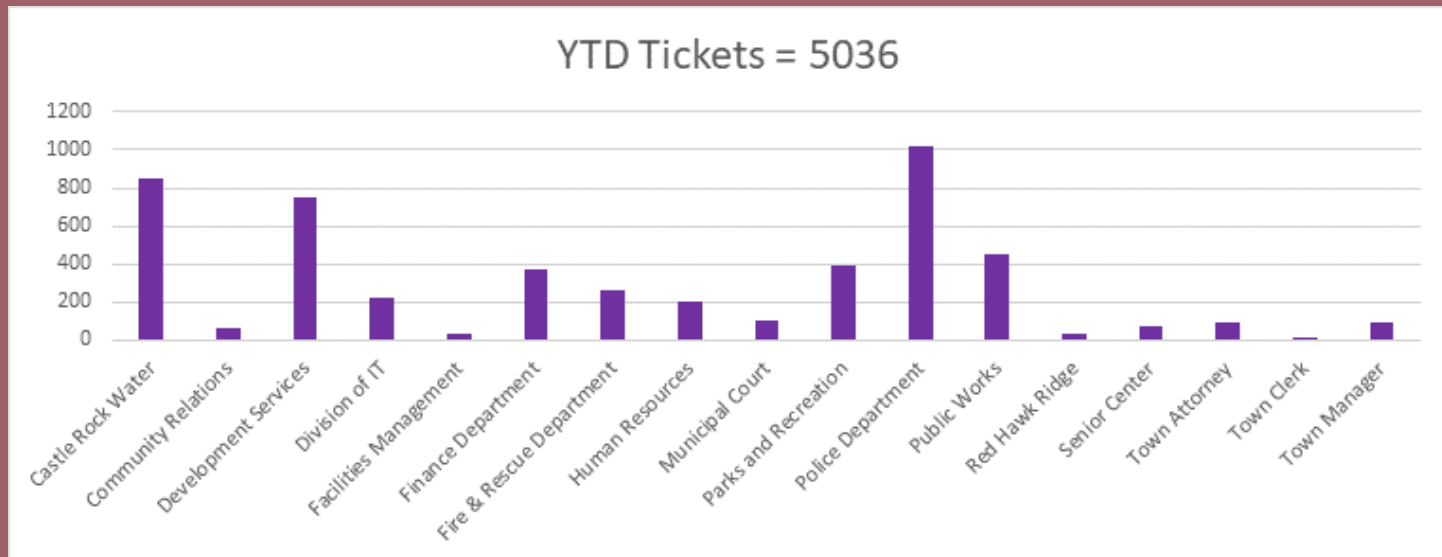
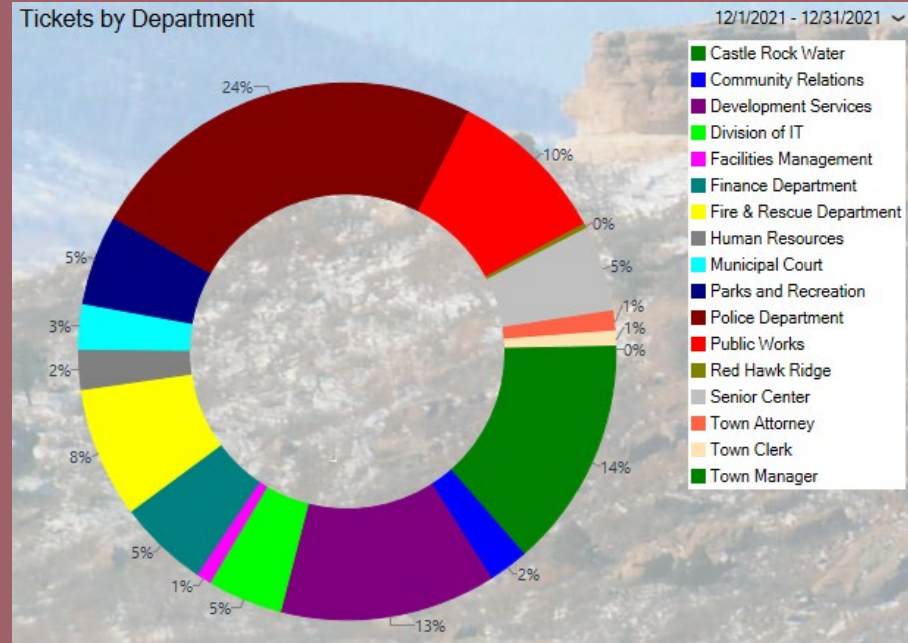
Addressed **18** total tickets, with an average open-to-resolve time of **41** hours

There was **one** annexation in December (100%), which was reflected within the GIS database map within one week of receipt; the goal is to have 90% of annexations reflected within that timeframe

There were **two** zoning changes in December (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 **no** parcel updates in December

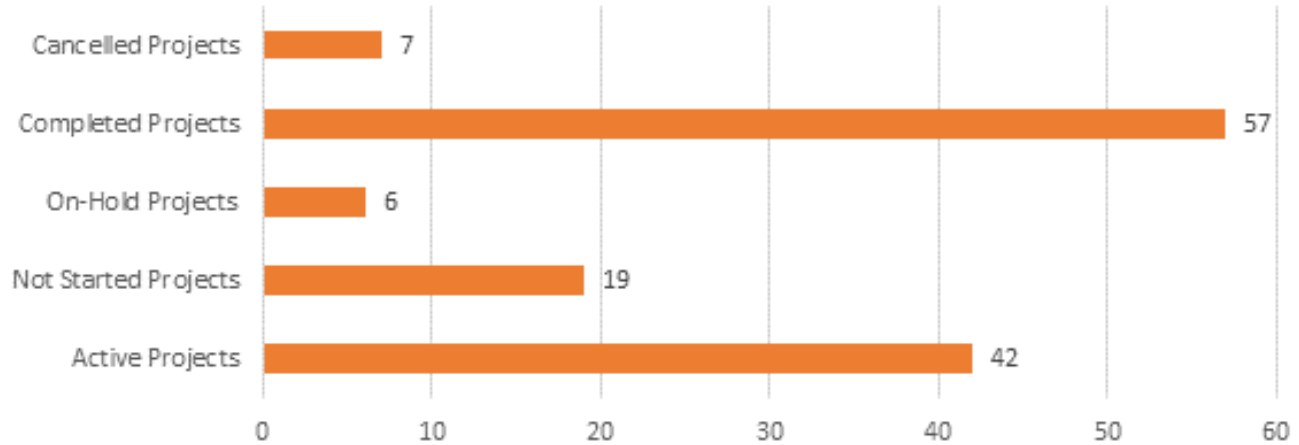
Division of Innovation and Technology



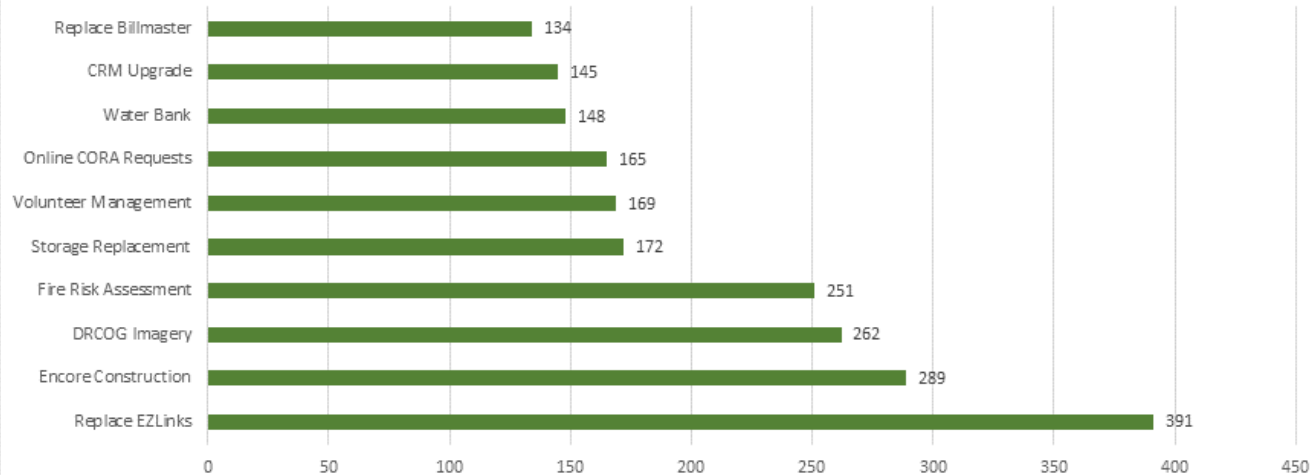
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



Key Accomplishments



In December, Community Relations supported the Santa Drive-By event and held/participated in website training

The team completed **three** publications: Butterfield Crossing Drive Speed Management Improvements postcard, Fifth Street Improvements Project/Gilbert Street Speed Reduction Improvements Project open house mailer and Your Town Talk newsletter

Community Relations Manager Melissa Hoelting earned the designation of Certified Public Communicator as she completed Texas Christian University's CPC program

Key Accomplishments



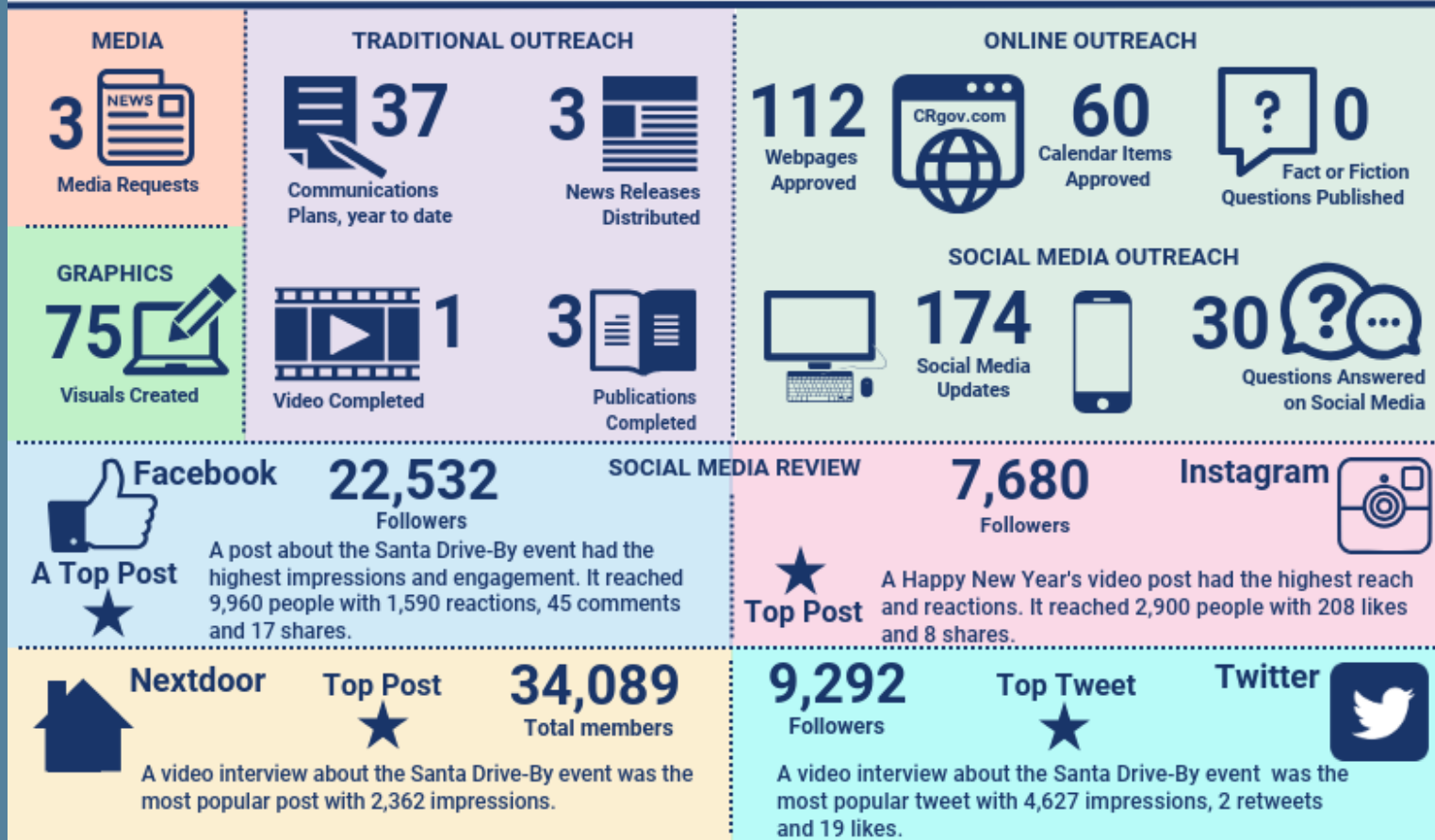
Staff during December issued news releases about:

- [New you for 2022 at the Castle Rock Recreation Center](#)
- Dec. 7 and Dec. 21 Council updates

Hyperlinked items were available as of Jan. 5.



Community Relations ■ December 2021 Report





Community Relations ■ 2021 Report

MEDIA


71 
Media Requests

TRADITIONAL OUTREACH

37 
Communication Plans

110 
News Releases Distributed

ONLINE OUTREACH

1,225 
Webpages Approved

728
Calendar Items Approved

16 
Fact or Fiction Questions Published

GRAPHICS

751 
Visuals created

40 
Videos Produced

46 
Publications Completed

SOCIAL MEDIA OUTREACH

1,824 
Social Media Updates

269 
Questions Answered on Social Media

 **Facebook**
5.9%
Growth in followers

1.7 million
Total organic reach

Greatest Reach: Plug for the Development Activity Map highlighting In-N-Out and Shake Shack

35,573

SOCIAL MEDIA REVIEW

7,560

Greatest Reach: A celebrity sighting of Zack Morris and Kelly Kapowski at the PSM Challenge Hill

Instagram 
9.4%
Growth in followers

 **Nextdoor**
9,572

34,089
Total Town residents using Nextdoor

Most impressions: Fill the Boot promo

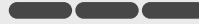
42.4%
Percentage of residents on Nextdoor

1%
Growth in followers

272,475
Total Impressions
12,556

Most impressions: Chief Cauley's appointment to IACP's Board of Directors

Twitter 



Key Accomplishments



HR sat on **three** interview panels in December: Finance Director Budget and Revenue, Assistant Finance Director Accounting and Operations and PD Training Officer

HR worked closely with Police and Fire to create the Public Safety Performance Pay System, which was rolled out on Jan. 1

Human Resources



Welcome!

Employee Orientation

Four new full-time employees came on board during December

Congratulations!

Performance Evaluations

HR on **Jan. 7** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in December reviewed **47** 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 December

Well done!

Training

There were no training classes in December

Key Accomplishments



The Court is working on a paperless process for warrants. The Court is scanning in all warrants onto a shared drive with the police department. This will eliminate the need for dispatch to pull a physical file to communicate and transfer to court when a party has been picked up on a Municipal Court warrant

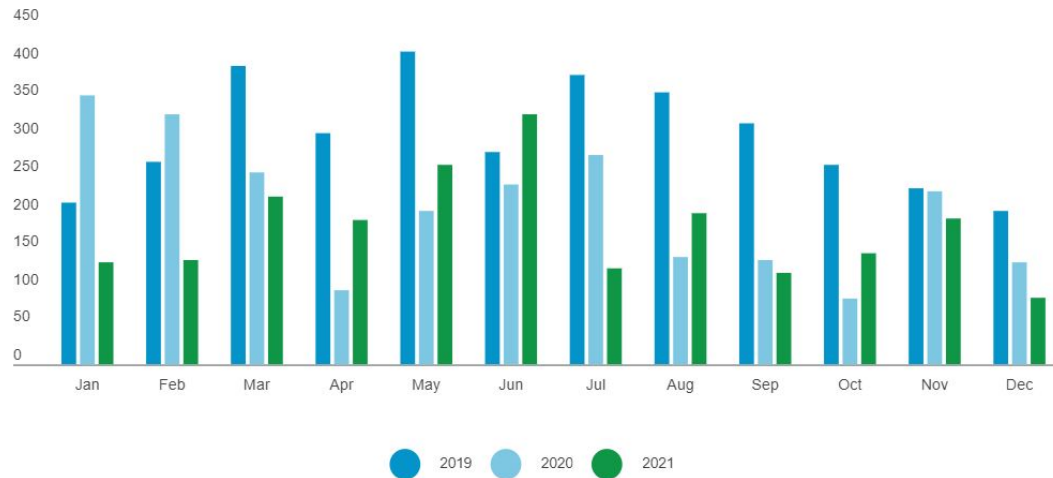
The Court is updating addresses and sending out notifications to 200 defendants to give them thirty days notice to pay old fines and fees on traffic cases before the case is sent to collections

The Court is moving court times from 12 p.m. to 2 p.m. on Wednesdays starting in February. The Police Department has greater resources to provide Court Security at 2 p.m.

Municipal Court



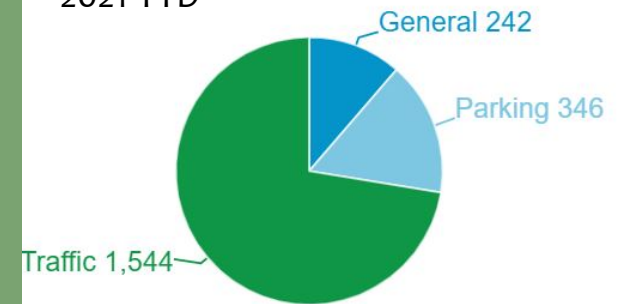
Total cases filed in Castle Rock Municipal Court: 2019-2021



	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	88	2,157

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

2021 YTD



2020 YTD

