



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

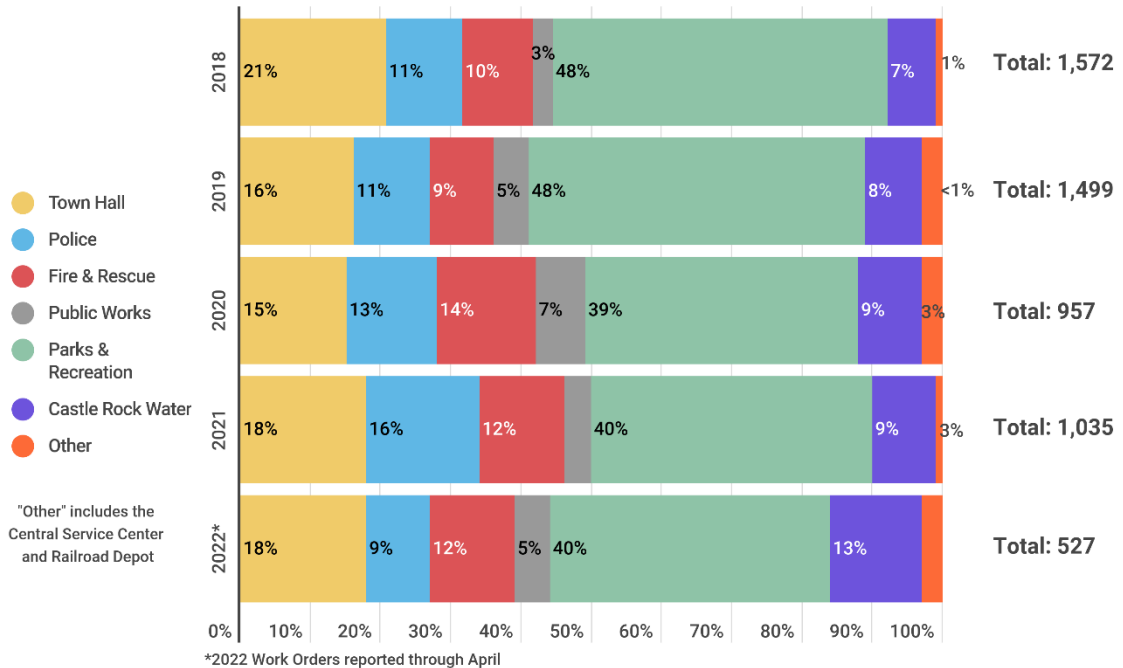


Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ Completed **128** preventative maintenance activities and **23** custodial inspections in addition to regular work order requests. In total, the Facilities team handled **295** work orders in April
- ▶ Total work orders for April are up **33%** over the same period in 2021
- ▶ Completed **one** emergency work order at the Recreation Center
- ▶ Completed window resealing at Town Hall
- ▶ Finalized annual backflow inspections at Town facilities
- ▶ Replaced concrete at Fire Station #154 in order to be ADA compliant
- ▶ Replaced light pole at the Service Center
- ▶ Prepared contracts for upcoming work including office space needs plus window shade needs at Fire Stations and Town Hall
- ▶ Provided support for numerous other projects including the Police Department basement renovation design, Police Department ADA improvements and bay door improvements at Fire stations #154 and #155

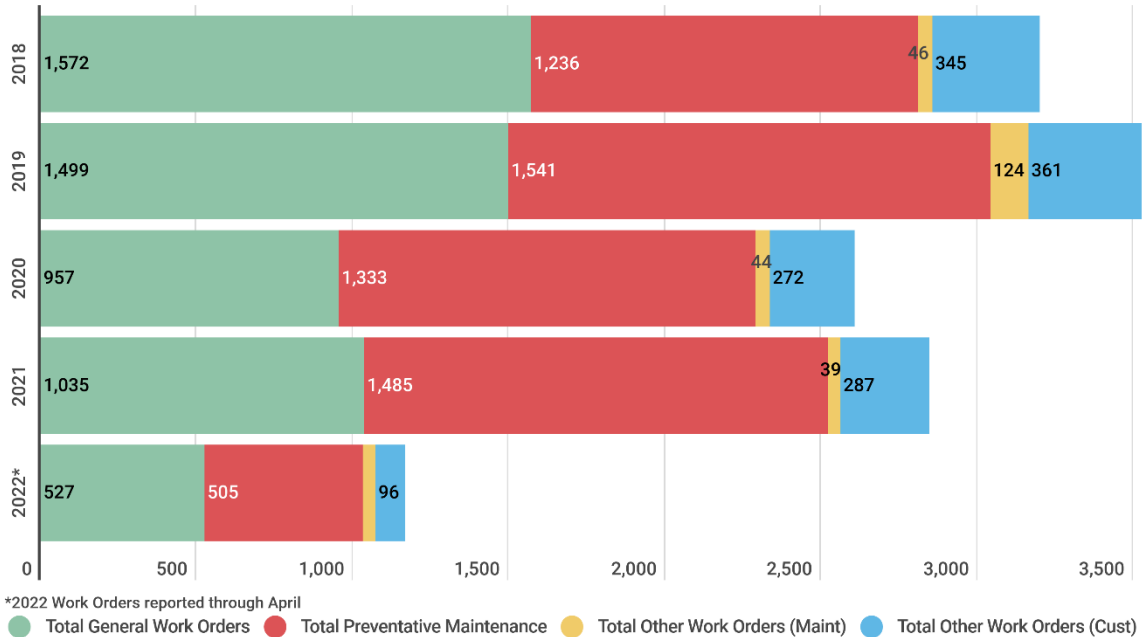
# Facilities Division

## 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
- ▶ Replaced backup batteries at Town Hall datacenter
- ▶ Deployed critical updates to Town-wide workstations and laptops
- ▶ Audio/Visual upgrade at Municipal Court

# DoIT

## Help Desk

Addressed **416** total tickets, with an average time to resolve of **42** hours

There were **ten** 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 **336** medium priority tickets this month, **100%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

Addressed **31** total tickets, with an average open-to-resolve time of **70** hours

There was **one** annexation in April (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

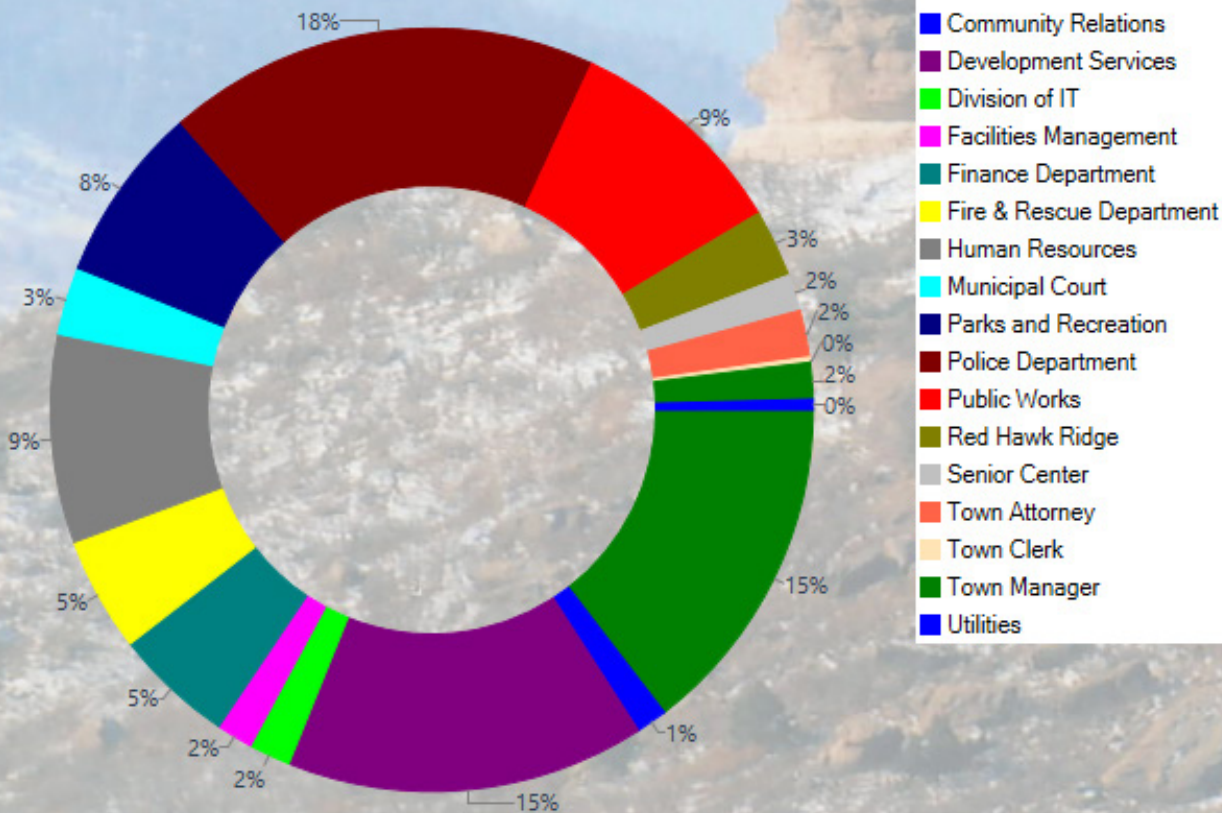
There were **two** zoning changes in April (100%), which were reflected within the GIS database map within two weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

There was **one** parcel update in December (100%), which was reflected within the GIS database map within four weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

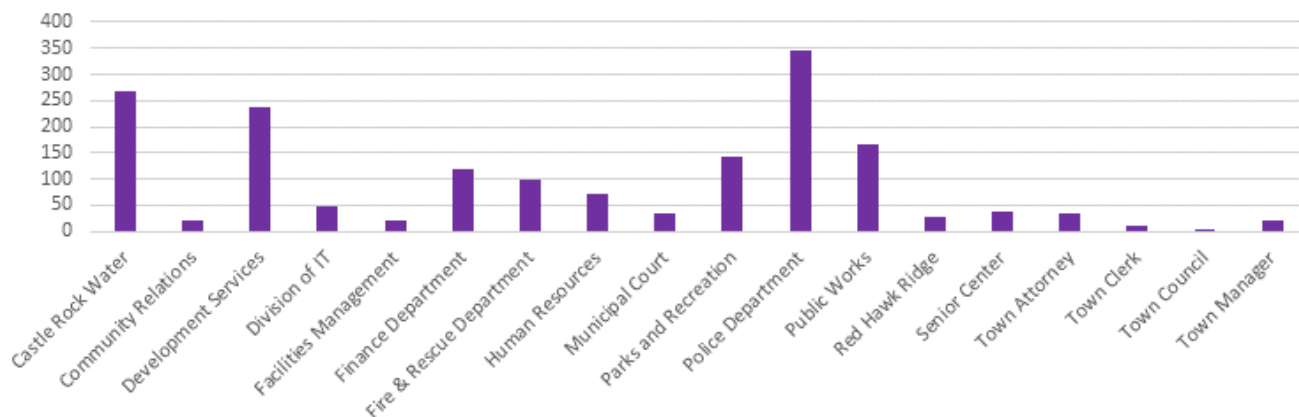
# DoIT

## Tickets by Department

4/1/2022 - 4/30/2022

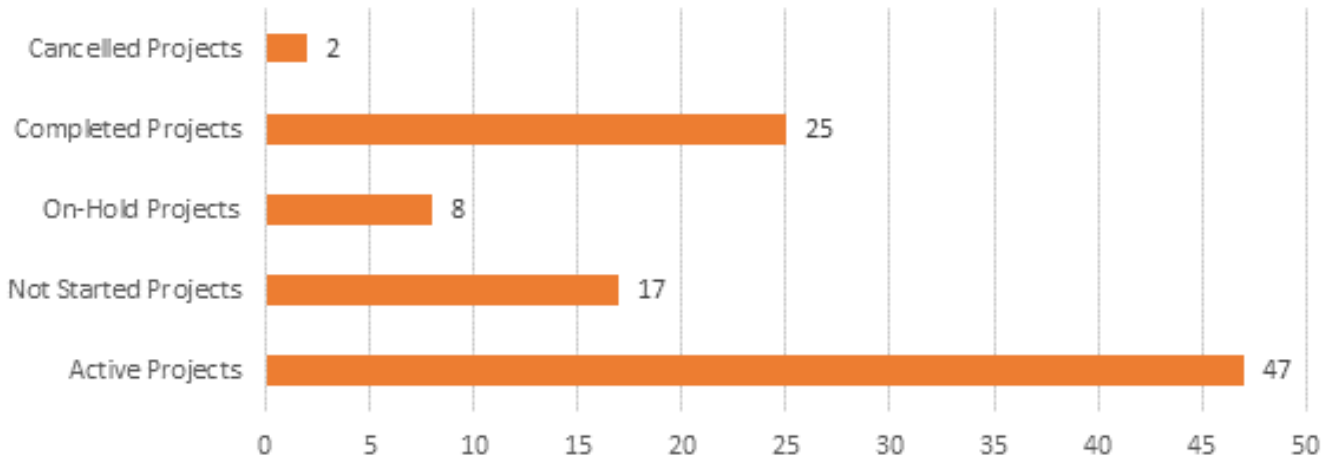


## YTD Tickets = 1701

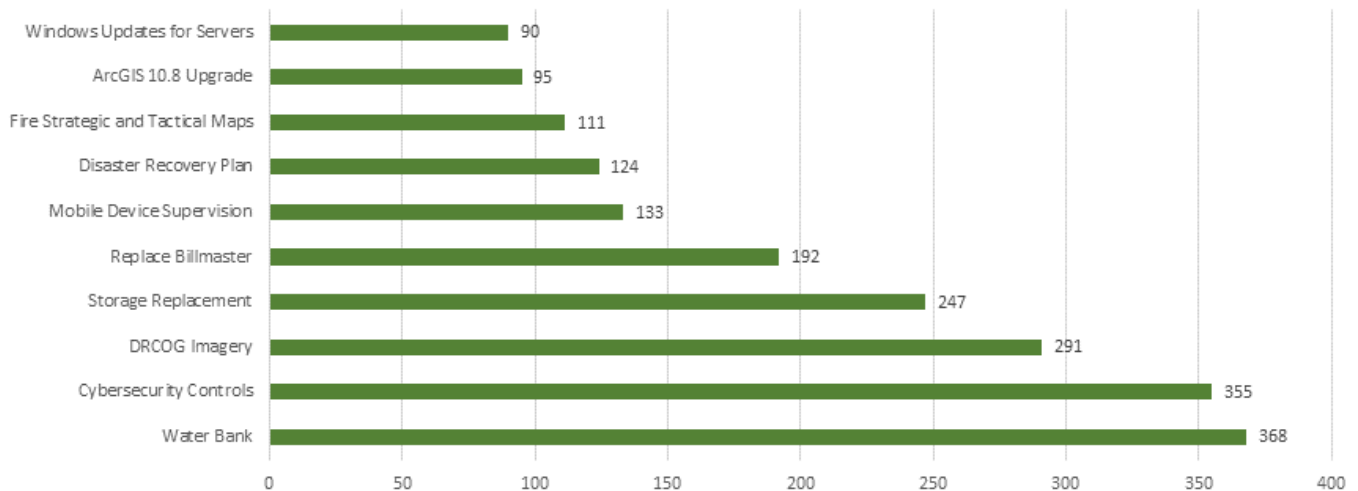


# DoIT

## DoIT Project Summary



## Top 10 Active Projects by Hours







MC

# Key Accomplishments

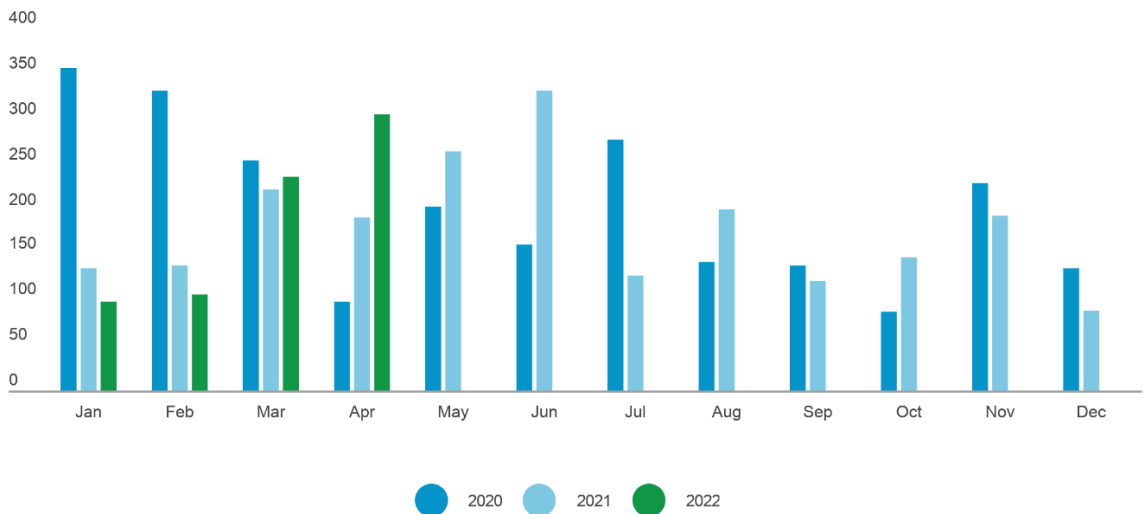
- ▶ The Teen Court Coordinator position was posted and closed on May 2, with more than 60 applicants
- ▶ Court staff managed a large increase in tickets in March and April due to the Click It or Ticket campaign

# MUNICIPAL COURT

## Castle Rock Municipal Court Monthly Report -April 2022

Type something

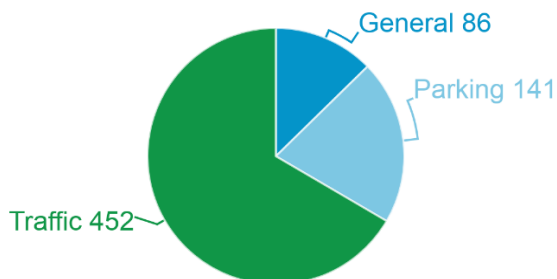
### Total cases filed in Castle Rock Municipal Court: 2020-2022



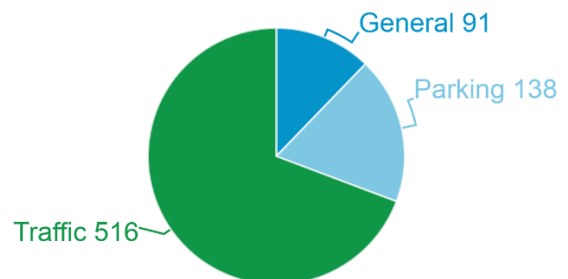
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	356	331	254	98	203	161	277	142	138	87	229	135	3,639
2021	135	138	222	191	264	331	127	200	121	147	193	88	2,411
2022	98	106	236	305									

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

2021 YTD



2022 YTD





CR

# Key Accomplishments

- ▶ In April, Community Relations supported the dedicated truck route open house
- ▶ The team also completed **three** publications: summer events mailer, Your Town Talk newsletter and the Ridge Road/Plum Creek Parkway roadwork postcard
- ▶ Also of note, the Town's website had more than **159,000** unique page views in April and **151** News and Announcements email subscribers were added
- ▶ Staff during April issued news releases about:
  - [Outdoor watering schedules begin May 1](#)
  - [Uncover Castle Rock's story with a free family scavenger hunt](#)
  - [Butterfield Crossing Park improvements begin; project kickoff set for May 12](#)
  - [Dry, windy weather causes Town to implement fire restrictions](#)
  - [2022 Summer Concert Series lineup announced; tickets on sale April 22](#)
  - [Climb4Change to improve lives May 21](#)
  - Help shape the future of Castle Rock; board and commission applications due April 25
  - Learn about proposed designated truck route program at April 18 open house
  - [Learn about Castle Rock's wild side at upcoming educational programs](#)
  - April 5 and April 19 Council updates

*Hyperlinked items were available as of May 5*

# COMMUNITY RELATIONS



## Community Relations ■ April 2022 Report

### MEDIA

**5**   
Media Requests

### TRADITIONAL OUTREACH

**18**   
Communications  
Plans, year to date

**11**   
News Releases  
Distributed

### ONLINE OUTREACH

**121**  
Webpages  
Approved



**40**  
Calendar Items  
Approved

**0**   
Fact or Fiction  
Questions Published

### GRAPHICS

**73**   
Visuals Created

**5**   
Videos Completed

**3**   
Publications  
Completed

### SOCIAL MEDIA OUTREACH

**169**   
Social Media  
Updates



**30**   
Questions Answered  
on Social Media



### Facebook

**22,787**  
Followers

**A Top Post**  
★

A share of the Douglas County Library's post about the new Castle Rock library was the most popular post, reaching 11,197 people with 309 reactions, 82 comments and 18 shares.

### SOCIAL MEDIA REVIEW

**7,943**  
Followers

★  
**Top Post**

A ColoradoScape Contest reel was the most popular post, reaching 10,981 people with 102 likes and 28 shares.

### Instagram



### Nextdoor

### Top Post



**35,227**  
Total members

The stage 1 fire restrictions news release was the most popular post, reaching 13,024 people with 24 reactions.

**9,469**  
Followers

### Top Tweet



### Twitter



A tweet about the Wild in Our Town and bird watching classes was the most popular, reaching 2,256 people with 4 reactions.



# HR

# Key Accomplishments



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

- Plans Examiner
- Computer Technician
- Building Inspector
- Recreation Specialist
- Fleet Technician
- Sr. Construction Inspector
- Operator
- Meter Services Technician
- Distribution System Operator
- SCADA Analyst

# HUMAN RESOURCES

Welcome!

## Employee Orientation

Six new full-time employees came on board during April

Congratulations!

## Performance Evaluations

HR on **May 6** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in April reviewed **43** 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 April

Well done!

## Training

In April HR hosted Mission, Vision, Values, Interviewing Skills and Inspired Thinking led by Zoe Training Resources