



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

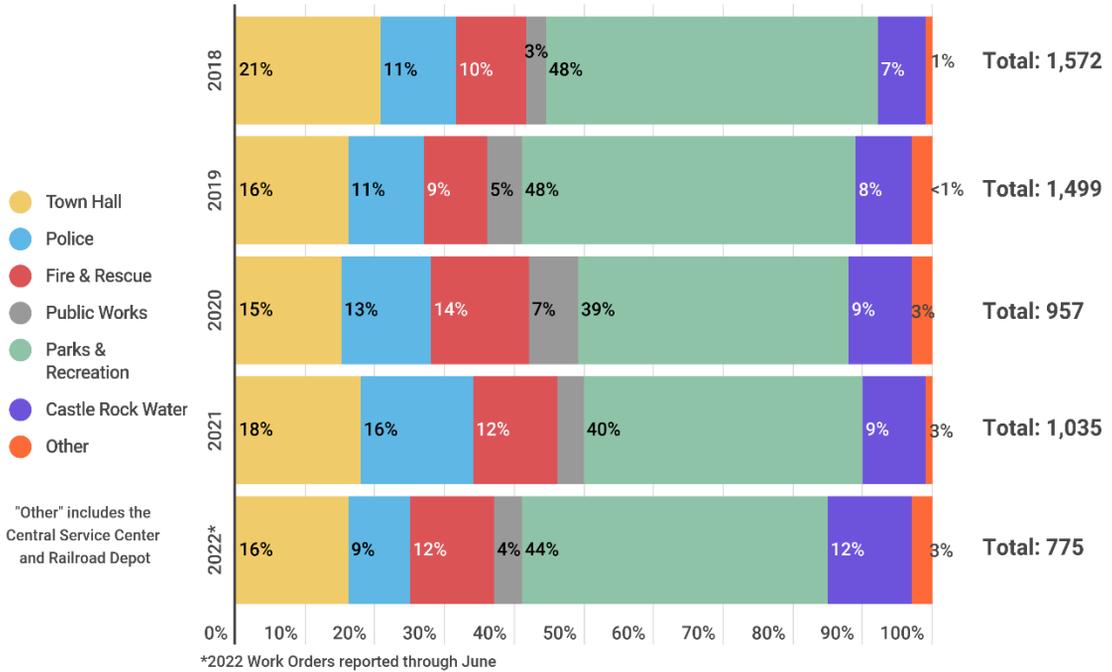
HUMAN  
RESOURCES

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

- ▶ Completed **139** preventative maintenance activities and **20** custodial inspections in addition to regular work order requests. In total, the Facilities team handled **310** work orders in June
- ▶ Total YTD work orders are up **28%** over the same period in 2021
- ▶ Started Town Hall plant wall reconstruction, expected completion in July
- ▶ Finalized Town Hall server room HVAC installation
- ▶ Resealed rain gutters at Fire Station #151
- ▶ Prepared contracts for upcoming work including new lab counters/cabinetry for Castle Rock Water, fencing replacement for Fire Station #154 and grout cleaning services for Town facilities
- ▶ Provided support for numerous other projects including opening the Police Department basement utilization design, Town Hall office space design and Police Department ADA improvements

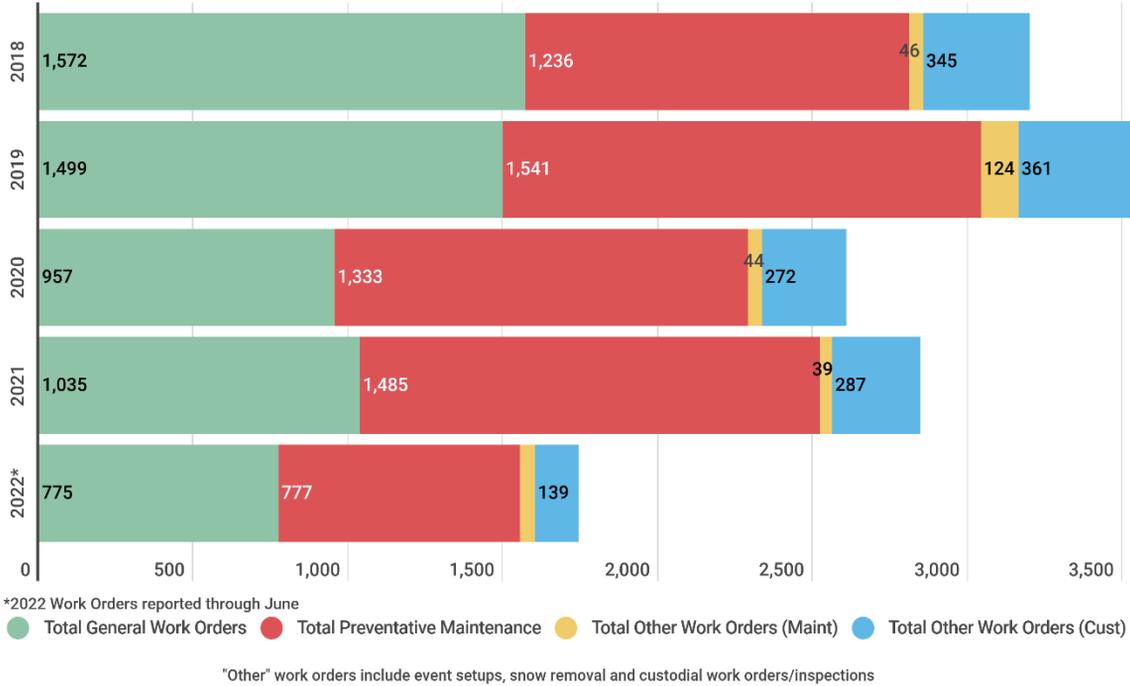
# Facilities Division

## General Maintenance Work Order % by Department



# Facilities Division

## All Work Orders





DoIT

# Key Accomplishments

- ▶ Conducted **four** Townwide training classes
- ▶ Performed firewall and server patching
- ▶ Go-live of new DRCOG imagery, Planimetrics, Land Use/Land Cover, LiDAR and Contour data
- ▶ New graphics added to the Town's InSite website

# DoIT

## Help Desk

Addressed **467** 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 **32** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **384** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

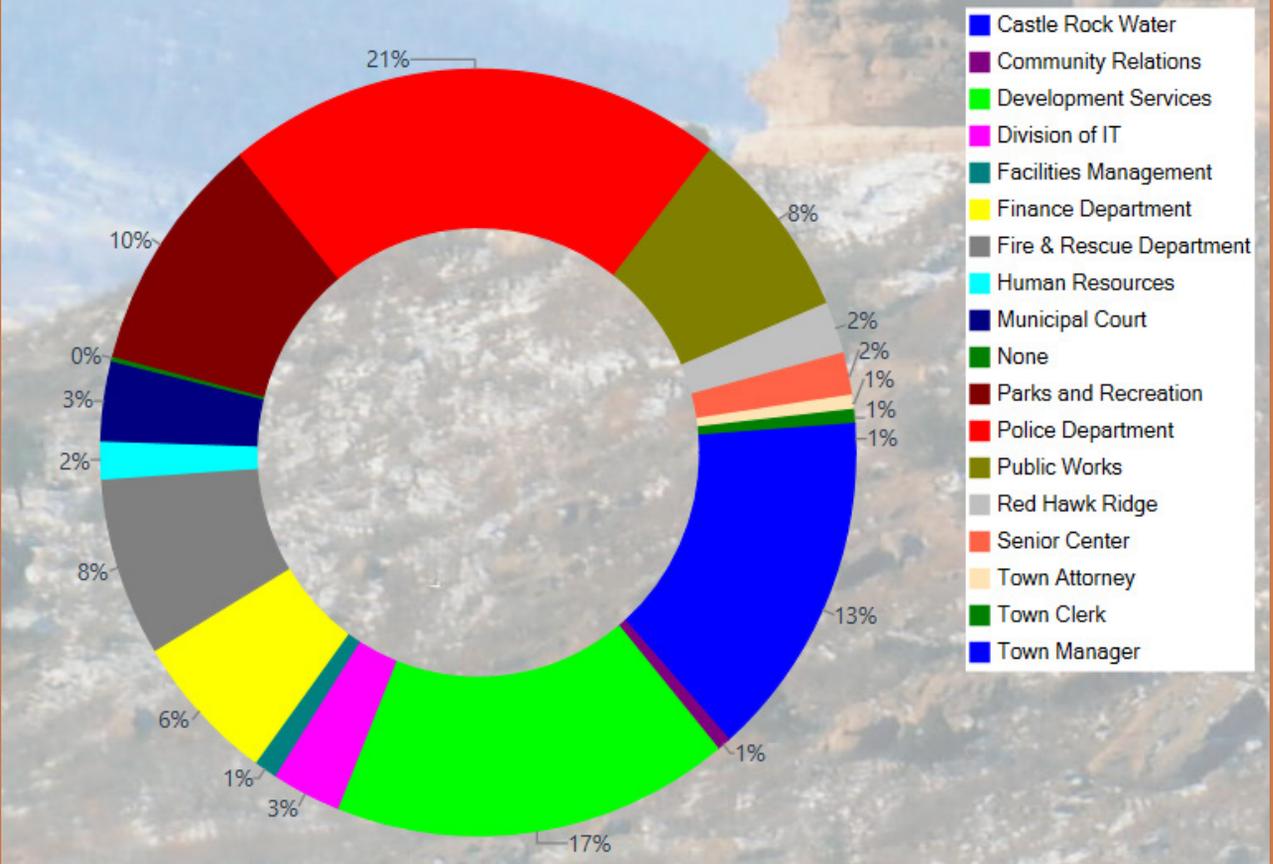
Addressed **24** total tickets, with an average open-to-resolve time of **52** hours

There were no annexations or parcel updates in June

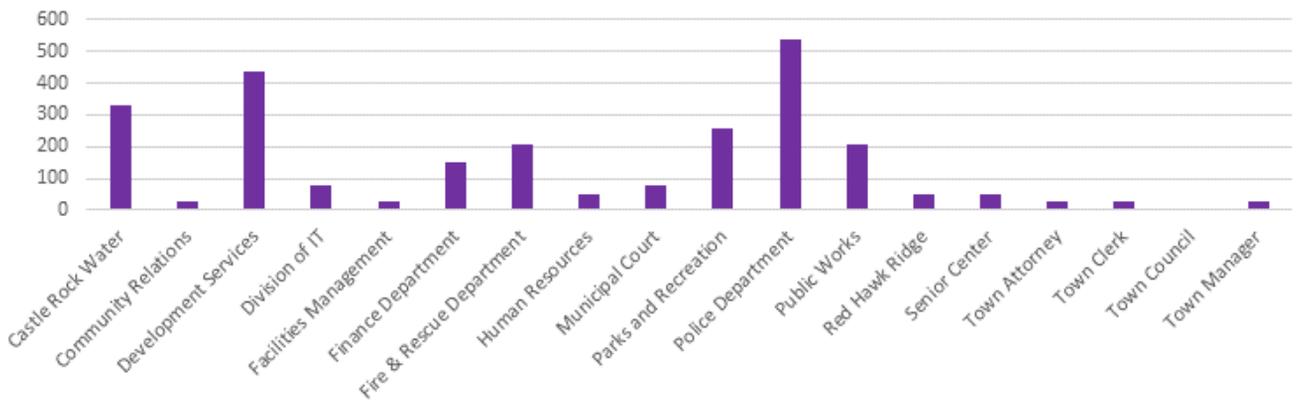
There was **one** zoning change in June (100%), which was reflected within the GIS database map within two weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

## Tickets by Department

6/1/2022 - 6/30/2022

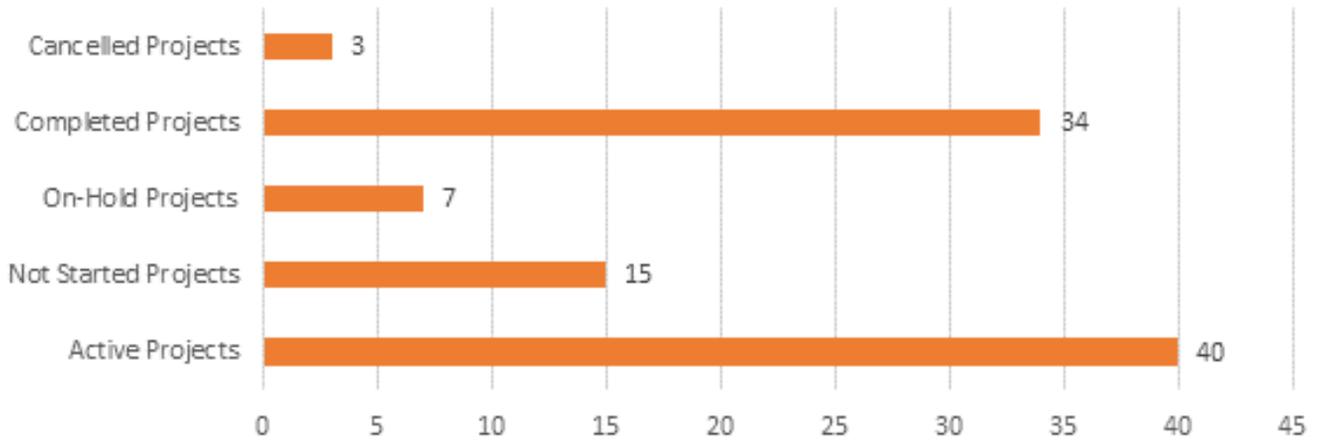


## YTD Tickets = 2561

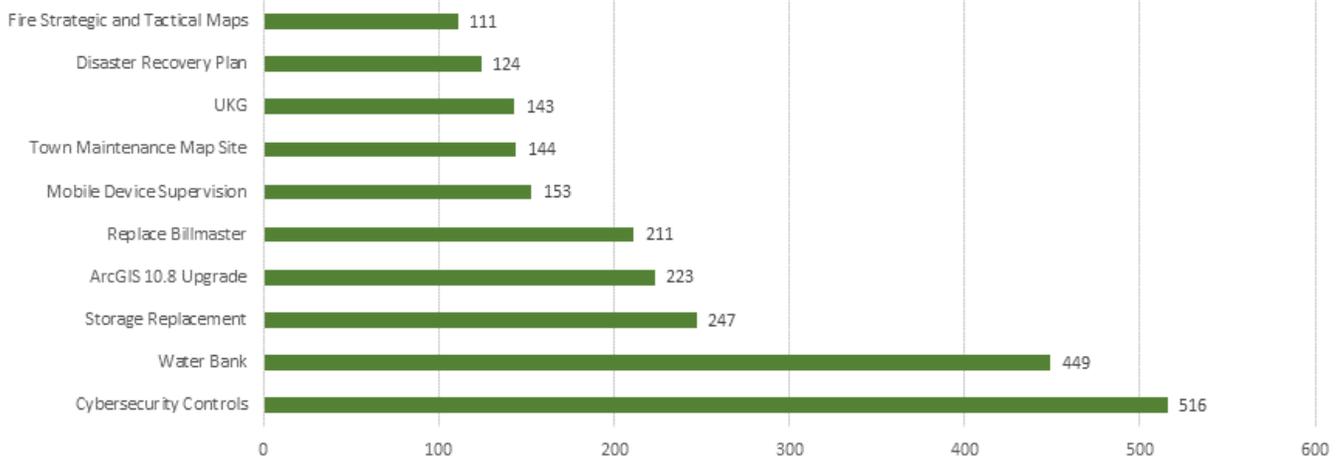


# DoIT

## DoIT Project Summary



## Top 10 Active Projects by Hours





MC



# Key Accomplishments

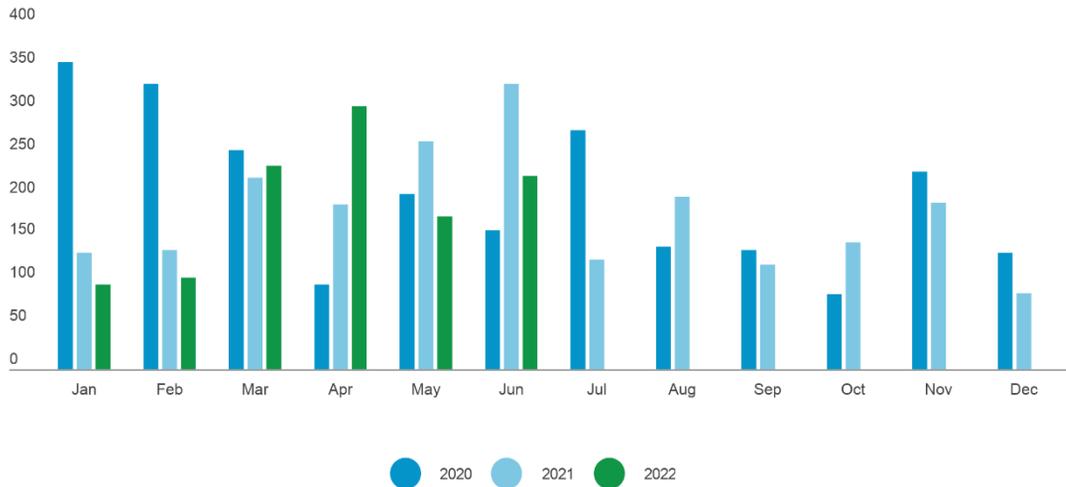
▶ 19 applications have been received for Teen Court Volunteers. Training will start on July 18. Volunteers must participate in 12 hours of training including:

- Courts and the law
- Diversity training
- Restorative justice and the impacts of crime
- Peer panel process
- Active listening
- Influential questioning
- Deliberations and sentencing
- Mock peer panels

# MUNICIPAL COURT

## Castle Rock Municipal Court Monthly Report -June 2022

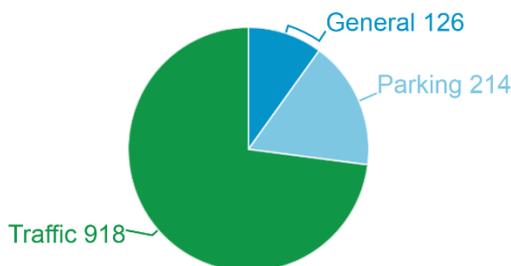
### Total cases filed in Castle Rock Municipal Court: 2020-2022



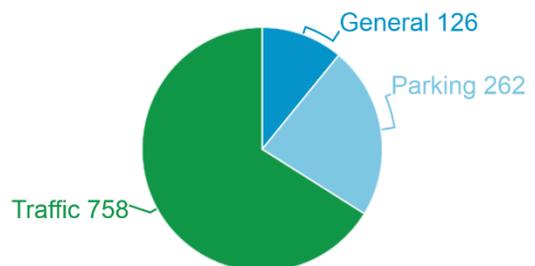
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	356	331	254	98	203	161	277	142	138	87	229	135	3,639
2021	135	138	222	191	264	331	127	200	121	147	193	88	2,411
2022	98	106	236	305	177	224							

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

2021 YTD



2022 YTD





CR

# Key Accomplishments

- ▶ In June, Community Relations supported the 2023 Budget Telephone Town Hall, wildlife preparedness presentation, proposed new rec facility open house, CDBG open house, 2022 State of the Town event and the Cobblestone Ranch Park grand opening promotion
- ▶ The team completed **three** publications: District 1 and 3 open house postcard, District 5 open house postcard and Your Town Talk newsletter
- ▶ Staff during June issued news about:
  - [The fun is as full as the moon at Pedal the Moon July 16](#)
  - [Make sure your summer rocks; Nancy Wilson's Heart with Kimberly Nichole plays PSM July 22](#)
  - [Midway update: weather, material shortages impact this year's Pavement Maintenance Program](#)
  - July 4 fireworks show canceled as dry weather expected to continue
  - Application to volunteer with Town's Teen Court; training starts July 18
  - Step right up to see something amazing; Cobblestone Ranch Park opens June 29
  - Find out what's happening in Castle Rock at the State of the Town on June 28
  - [Tune in to support parks and trails with free concerts and family fun at PSM Park](#)
  - Save gas, get fit and win prizes: annual Bike to Work Day is June 22
  - Learn about wildfire preparedness at June 11 community presentation
  - Applications open for 2022 Your Town Academy
  - Application withdrawn for convenience store/fueling station on Crystal Valley Parkway
  - Provide input on proposed partnership for Town indoor sports development facility
  - June 7 and June 21 Council updates

*Hyperlinked items were available as of July 12*

# COMMUNITY RELATIONS



## Community Relations ■ June 2022 Report

### MEDIA

**12**   
Media Requests

### TRADITIONAL OUTREACH

**24**   
Communications  
Plans, year to date

**15**   
News Releases  
Distributed

### ONLINE OUTREACH

**84**  
Webpages  
Approved



**69**  
Calendar Items  
Approved

**2**   
Fact or Fiction  
Questions Published

### GRAPHICS

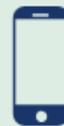
**73**   
Visuals Created

**5**   
Videos Completed

**3**   
Publications  
Completed

### SOCIAL MEDIA OUTREACH

**191**   
Social Media  
Updates



**89**   
Questions Answered  
on Social Media



### Facebook

**23,125**  
Followers

### SOCIAL MEDIA REVIEW

**8,084**  
Followers

### Instagram



**A Top Post**  
★

The post with the highest reach was the July 4 fireworks cancellation announcement, reaching 23,636 people with 834 reactions, 437 comments and 150 shares.

★  
**Top Post**

A video promo for First Fridays was the most popular post, reaching 3,500 people with 110 reactions.



### Nextdoor

### Top Post



**35,902**  
Total members

A post about CRFD's wildfire preparedness presentation was the most popular, reaching 12,015 people with 11 reactions and 1 comment.

**9,582**  
Followers

### Top Tweet



### Twitter



A tweet about the cancellation of July 4 fireworks was the most popular, reaching 2,430 people with 14 reactions and 3 retweets.



HR

# Key Accomplishments

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

- HR Generalist – Recruiter
- HR Technician
- Customer Billing and Support Supervisor
- Stormwater Inspector
- Wastewater Collection Supervisor
- Sales Tax/PIF Specialist

# HUMAN RESOURCES

Welcome!

## Employee Orientation

**Ten** new full-time employees came on board during June

Congratulations!

## Performance Evaluations

HR on **June 16** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in June reviewed **69** 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 **three** recognitions in June

Well done!

## Training

In June HR hosted **five** trainings: Leading Difficult Conversations, Situational Communication, DISC, Influencing Others/Managing Up, Trust Factor