



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

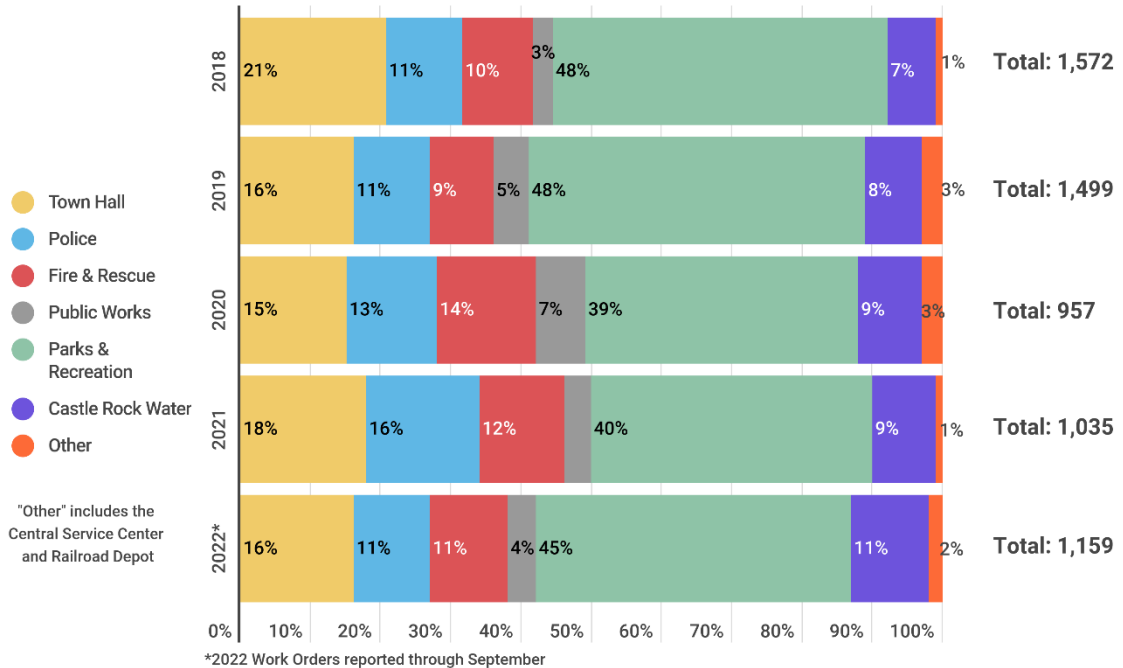


Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ Completed **124** preventative maintenance activities and **23** custodial inspections in addition to regular work order requests. In total, the Facilities team handled **261** work orders in September
- ▶ Total YTD work orders are up **20%** over the same period in 2021
- ▶ Hired and on-boarded new Lead Senior Maintenance Technician – Welcome Steve Bures!
- ▶ Completed installation for second HVAC unit at the Town Hall server room
- ▶ Completed facility grout cleaning services
- ▶ Completed CIRSA insurance inspections
- ▶ Winterized outdoor pool buildings
- ▶ Continued work on Fire Apparatus Bay Door Raise, PD Parking, PD Interior Renovation and Town Hall Renovation projects
- ▶ Provided support for numerous other projects including fleet EV charging stations at the Police Department, Town Hall cubical reconstruction and counter modifications at Castle Rock Water Administration

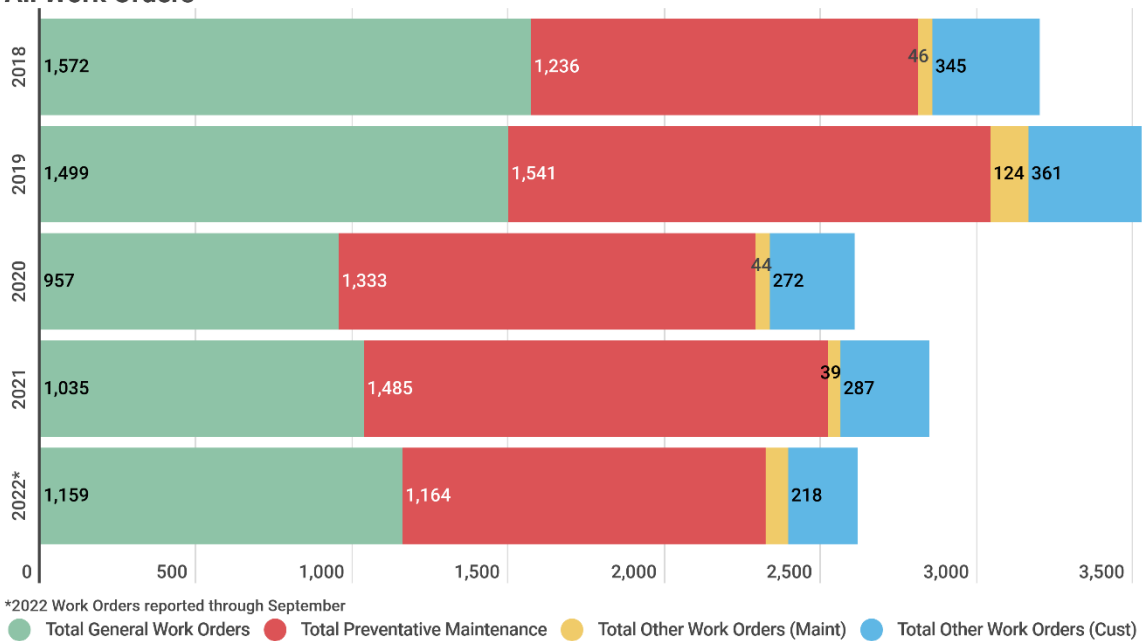
# Facilities Division

## 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
- ▶ Successfully upgraded **178** computers with ArcGIS 10.8.1
- ▶ Installed new security cameras at **three** Town parks
- ▶ Town Council meetings streaming on CRgov.com now include closed captioning

# DoIT

## Help Desk

Addressed **423** total tickets, with an average time to resolve of **40** hours

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

There were **22** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **360** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

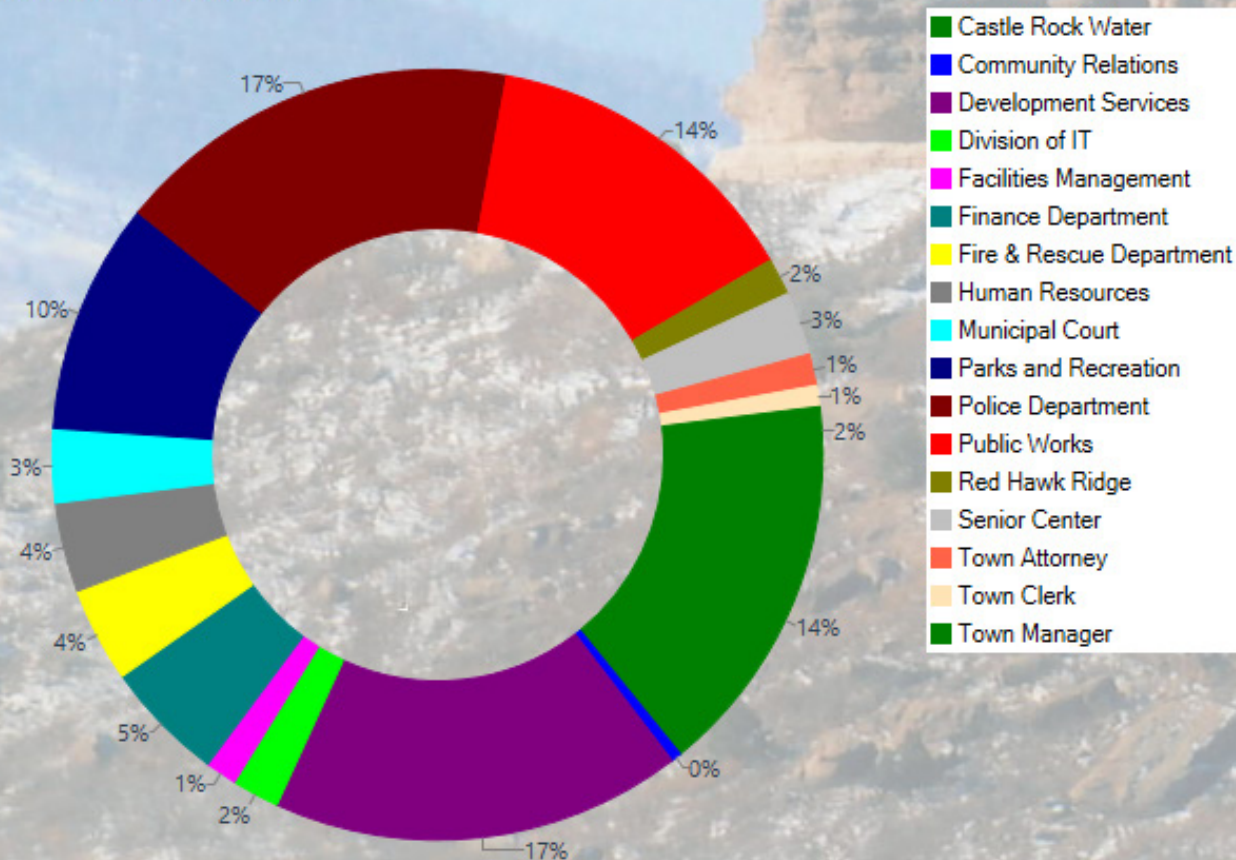
Addressed **26** total tickets, with an average open-to-resolve time of **66** hours

There were no annexations or zoning updates in September

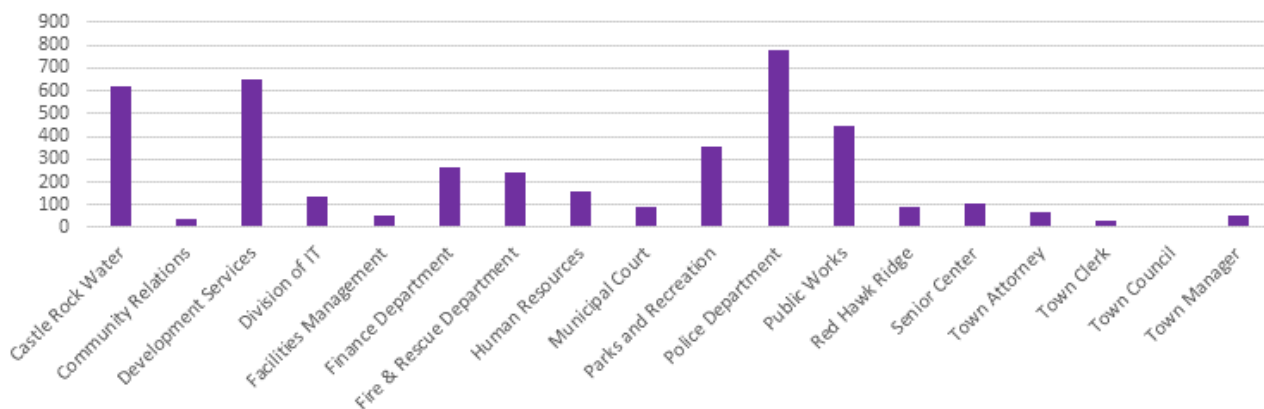
There were **four** parcel updates in September (100%), which were reflected within the GIS database map within four weeks of receipt; the goal is to have 90% of parcel changes reflected within that timeframe

## Tickets by Department

9/1/2022 - 9/30/2022

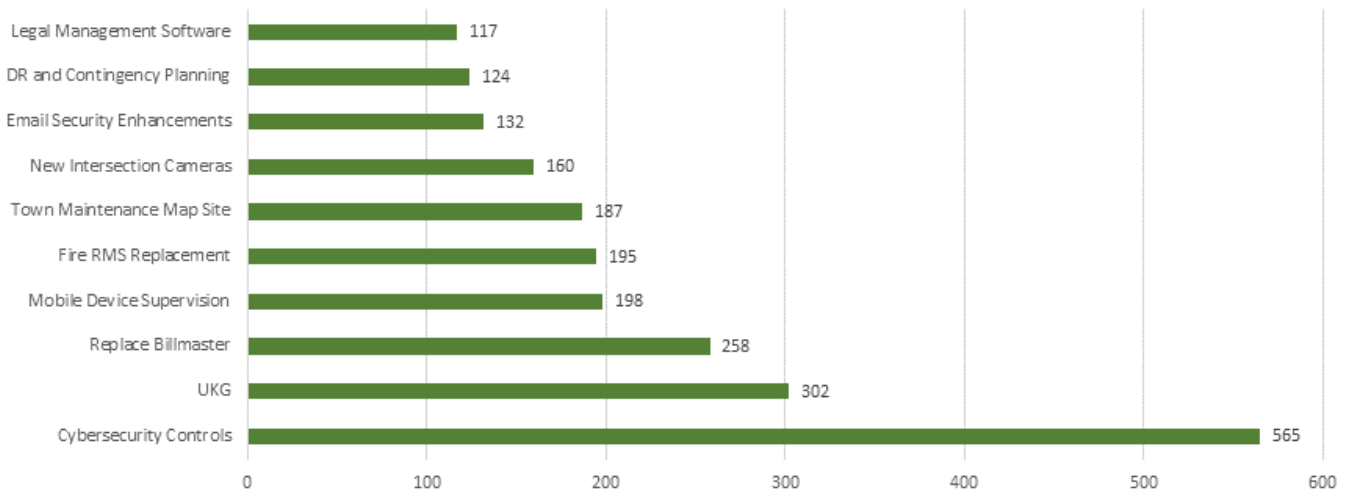


YTD Tickets = 4162

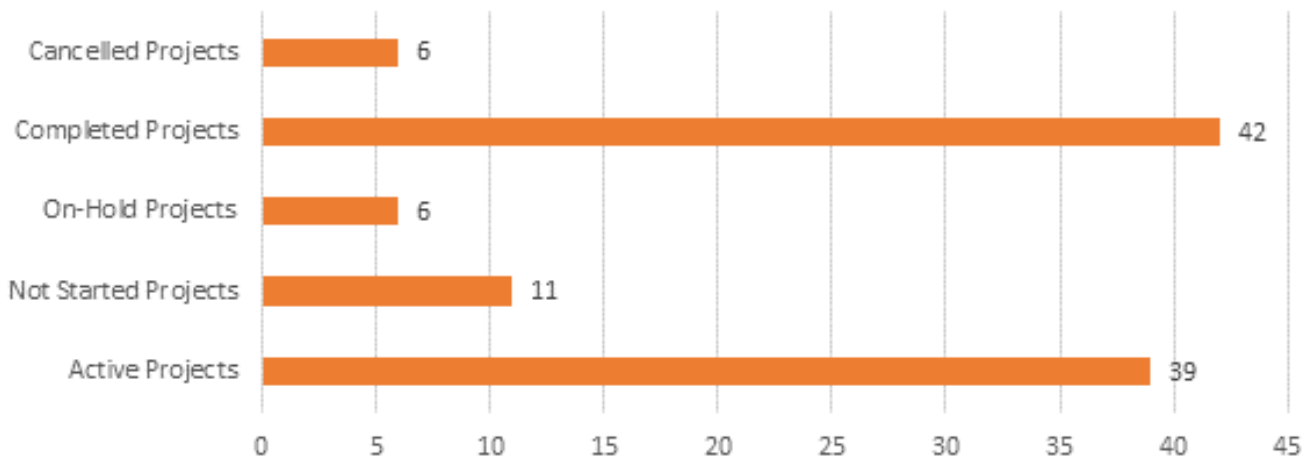


# DoIT

Top 10 Active Projects by Hours



DoIT Project Summary







MC

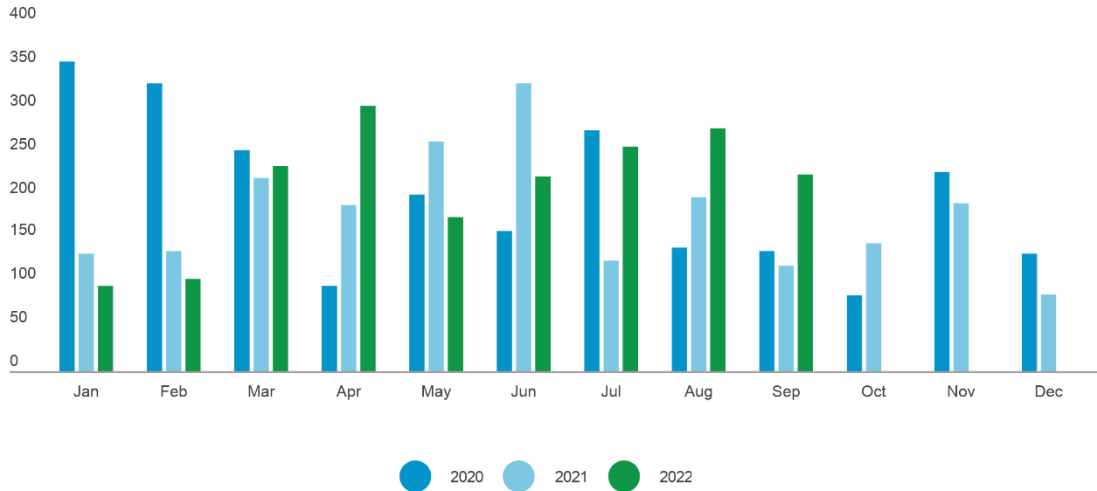
# Key Accomplishments

- ▶ Teen Court has two more cases set for teen court hearing
- ▶ The Municipal Court hired two new employees. Kathee Green will be our new part-time 20+ employee. Welcome Kathee! Kendall Schmidt is our new fulltime employee. Welcome Kendall!

# MUNICIPAL COURT

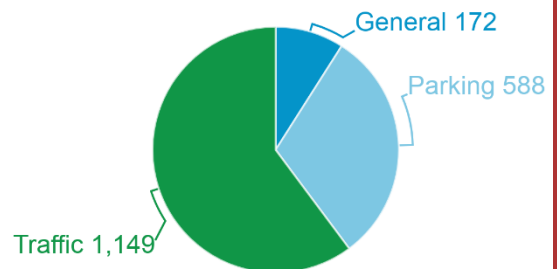
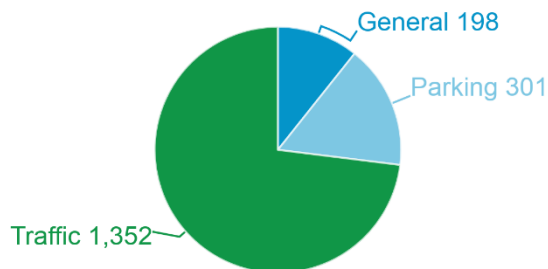
## Castle Rock Municipal Court Monthly Report -September 2022

### 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	258	279	226				

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





# COM

# Key Accomplishments

- ▶ In September, Communications supported the District 2, District 4 and Castle Rock Water open houses. The team also supported the Board and Commissions Appreciation Event
- ▶ The team completed **four** publications: District 4 open house postcard, Fifth Street improvement project open house postcard, Crowfoot Valley Road widening open house postcard and Your Town Talk newsletter
- ▶ Staff during September issued news about:
  - Learn about wildfire preparedness at Oct. 8 community presentation
  - [Fall fun and more at the Fall Festival Oct. 15](#)
  - [Provide feedback on Crowfoot Valley Road widening recommendations at Oct. 27 open house](#)
  - Laughter and love are in the air at Date Night – Comedy Night Oct. 7
  - Join the Town of Castle Rock on Oct. 3 for Fifth Street improvements project updates
  - Epic trail event, Castle Rock Trail Festival, takes over Philip S. Miller Park Oct. 1
  - Celebrate Castle Rock’s newest open space with National Public Lands Day Sept. 24
  - [Candidates finalized for November election ballot](#)
  - Town’s proposed 2023 Budget to be introduced Tuesday
  - Sept. 6 and 20 Council updates

*Hyperlinked items were available as of Oct. 5*

# COMMUNICATIONS



## Communications ■ September 2022 Report

### MEDIA

**8**   
Media Requests

### TRADITIONAL OUTREACH

**39**   
Communications  
Plans, year to date

**11**   
News Releases  
Distributed

### ONLINE OUTREACH

**90**  
Webpages  
Approved



**42**  
Calendar Items  
Approved

**3**   
Fact or Fiction  
Questions Published

### GRAPHICS

**65**   
Visuals Created

**1**   
Video Completed

**4**   
Publications  
Completed

### SOCIAL MEDIA OUTREACH

**159**   
Social Media  
Updates



**36**   
Questions Answered  
on Social Media



Facebook

**23,559**  
Followers

**A Top Post**  
★

A "be bear aware" post was the most popular, reaching 10,658 people with 286 reactions, 49 comments and 63 shares.

### SOCIAL MEDIA REVIEW

**8,346**  
Followers

**★**  
**Top Post**

A Labor Day post featuring a silhouette photo of The Rock with the American flag flying was the most popular, reaching 3,269 people with 335 likes.

Instagram



Nextdoor

Top Post  
★

**37,052**  
Total members

A reminder for the District 4 open house was the most popular, reaching 4,928 people with seven reactions and two comments.

**9,684**  
Followers

Top Tweet  
★

Twitter



A tweet about CRFD's Fill the Boot event was the most popular with 1,826 impressions, 18 engagements and two retweets.



# HR

# Key Accomplishments



- ▶ HR sat on **11** interview panels in September:
  - Street Maintenance Technician
  - Traffic Engineering Technician
  - Development Review Manager
  - Meter Services Technician
  - Water Plant Operator
  - DS Plan Review Project Coordinator
  - Court Technician
  - Communications Specialist
  - Wastewater Collections Operator
  - Plant Mechanic
  - Stormwater Operator
  
- ▶ Recognized **151** employees for their **five** to **thirty eight** years of service at the Annual Years of Service event
  
- ▶ Attended a job fair at Mountain Vista High School in Highlands Ranch

# HUMAN RESOURCES

Welcome!

## Employee Orientation

**Eight** new full-time employees came on board during September

Congratulations!

## Performance Evaluations

HR on **Sept. 9** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in September reviewed **38** 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 **eight** recognitions in September

Well done!

## Training

In September HR hosted **three** trainings: Perfect Timing, Coaching for Performance and DISC