



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

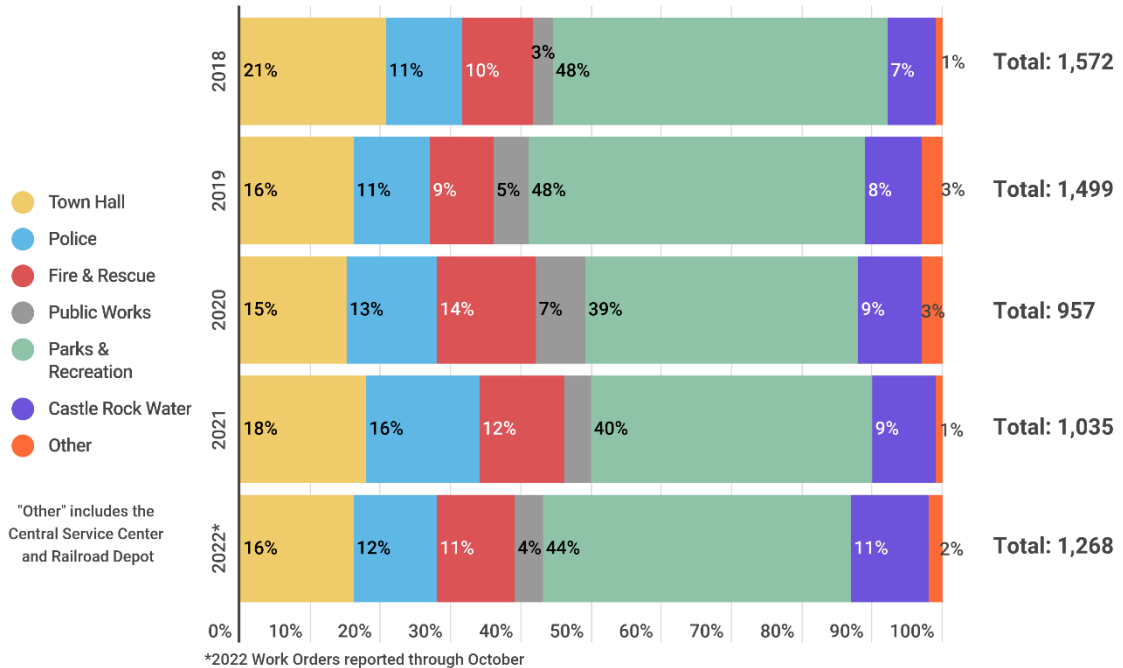


Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ Completed **140** preventative maintenance activities and **19** custodial inspections in addition to regular work order requests. In total, the Facilities team handled **273** work orders in October
- ▶ Through October, the Facilities team has completed more work orders than in all of 2021. Total YTD work orders are up **21%** over the same period in 2021
- ▶ Started Police Department ADA Parking improvement project, completion expected in November
- ▶ Completed final countertop renovations at Castle Rock Water Administration
- ▶ Completed warranty walkthrough at Castle Rock Water Engineering building
- ▶ Completed Rec Center pool repairs in conjunction with Aquatics personnel
- ▶ Started Work Order Management Software conversion – completion expected in January
- ▶ Scheduled required fire and elevator inspections for November
- ▶ Continued work on Fire Apparatus Bay Door Raise, PD Interior Renovation and Town Hall Renovation project
- ▶ Provided support for numerous other projects including fleet EV charging stations at the Police Department and Town Hall cubicle reconstruction

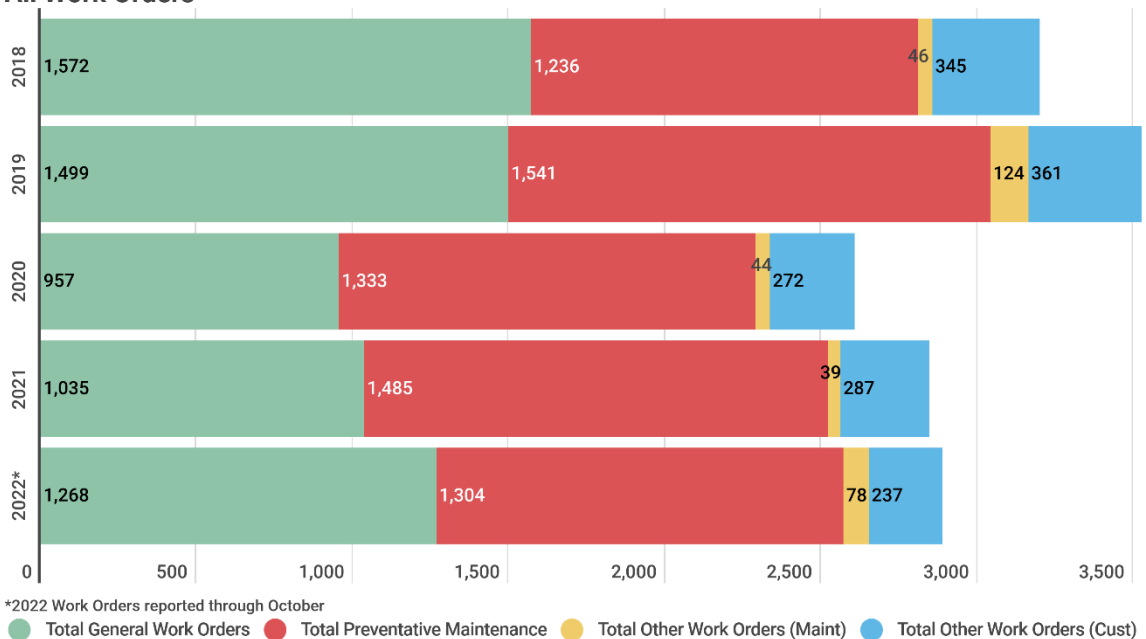
Facilities Division

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 **one** Town-wide training class
- ▶ Successful go-live of the Legal Files Management Software
- ▶ Successful go-live of Constant Contact, an email marketing tool
- ▶ Upgraded multiple switches throughout Town facilities

DoIT

Help Desk

Addressed **422** 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 **24** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **352** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

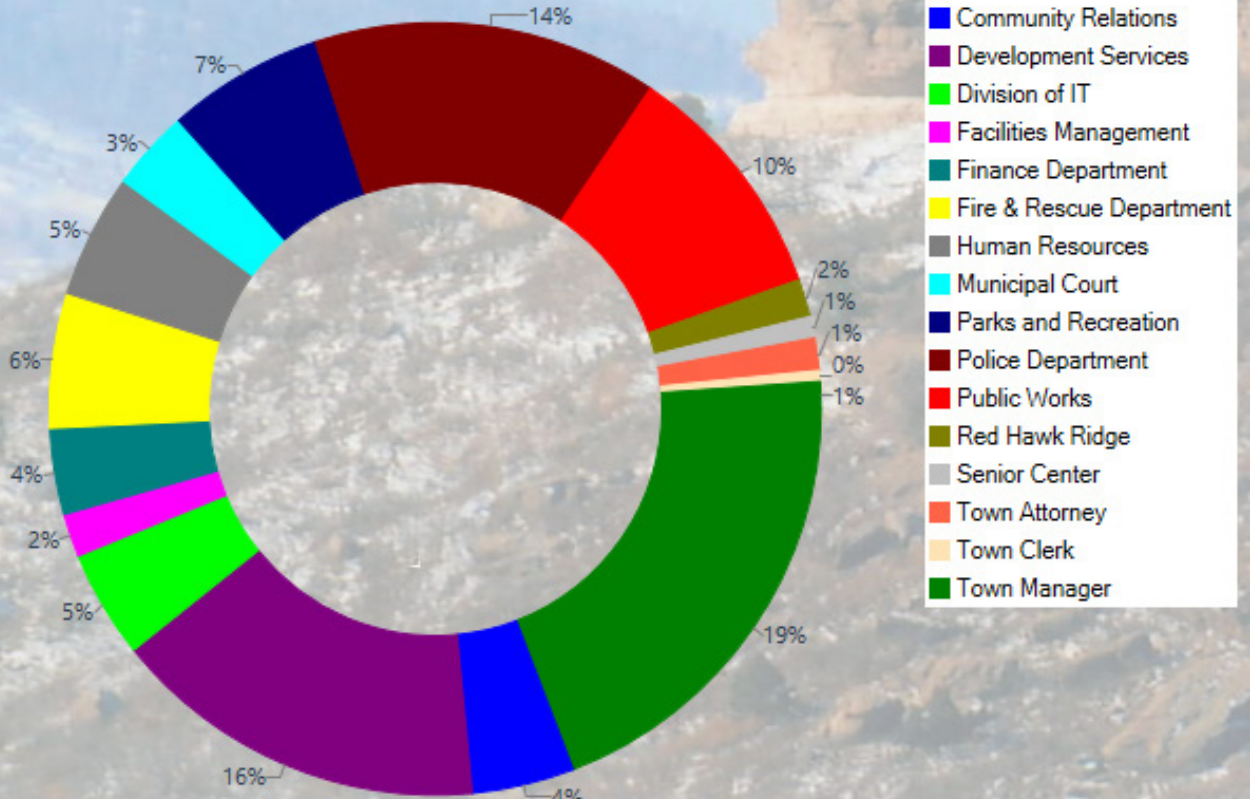
Addressed **14** total tickets, with an average open-to-resolve time of **34** hours

There were no annexations, parcel or zoning updates in October

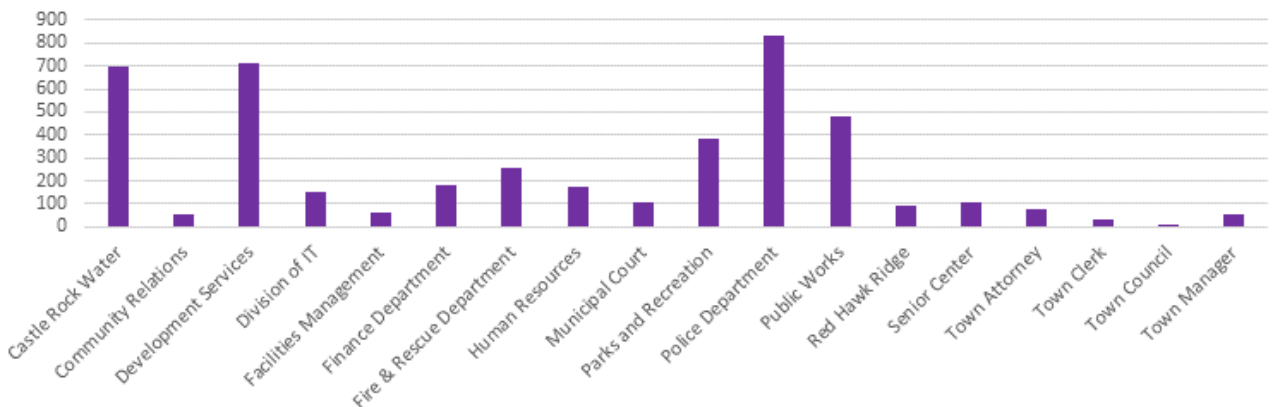
DoIT

Tickets by Department

10/1/2022 - 10/31/2022

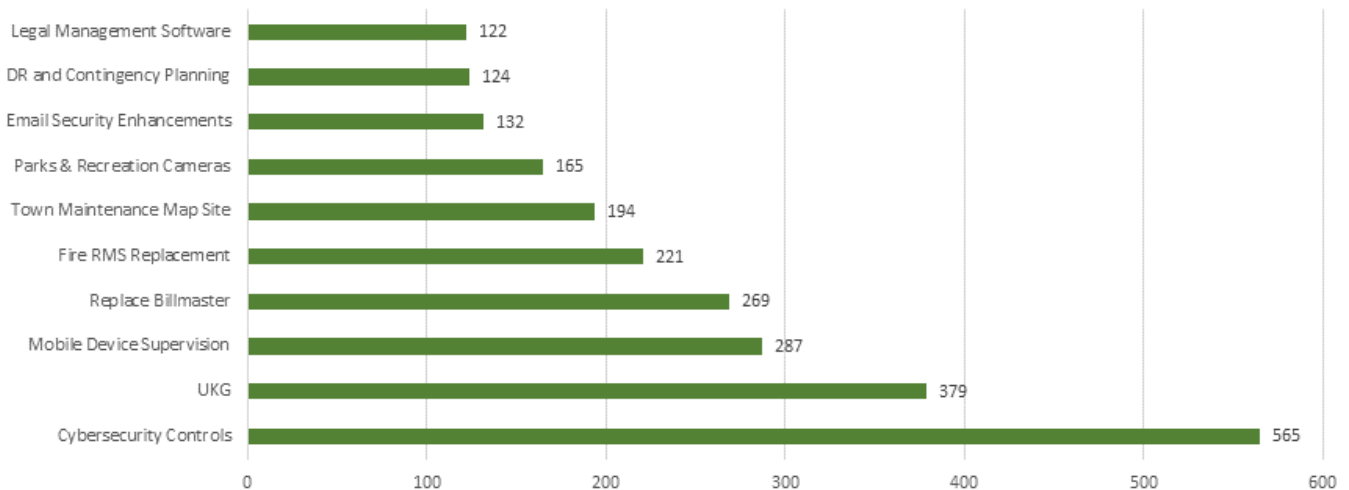


YTD Tickets = 4451

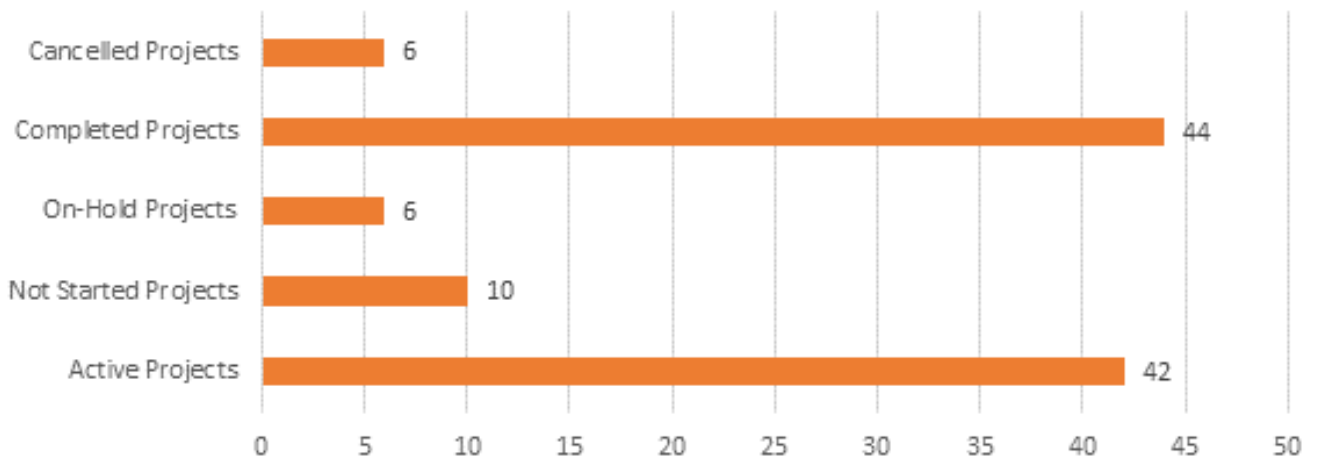


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC

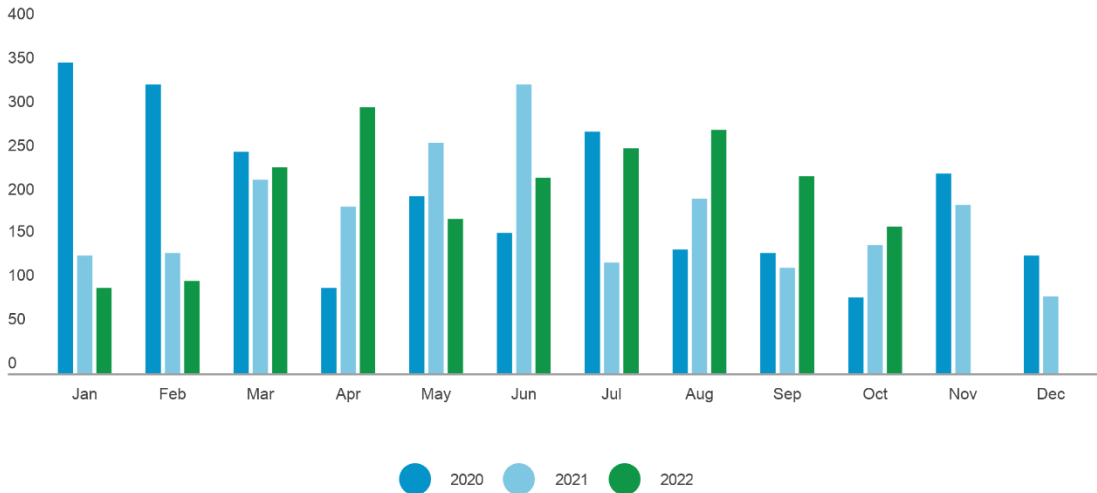
Key Accomplishments

- ▶ Teen Court conducted two court hearings

MUNICIPAL COURT

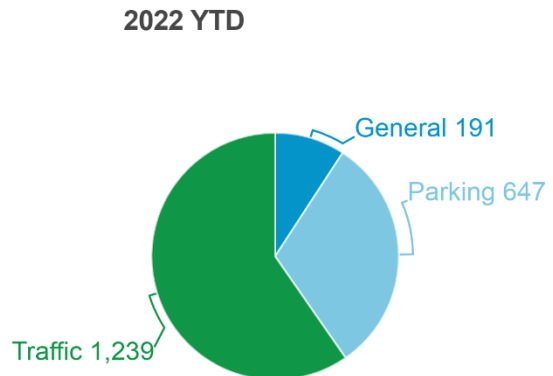
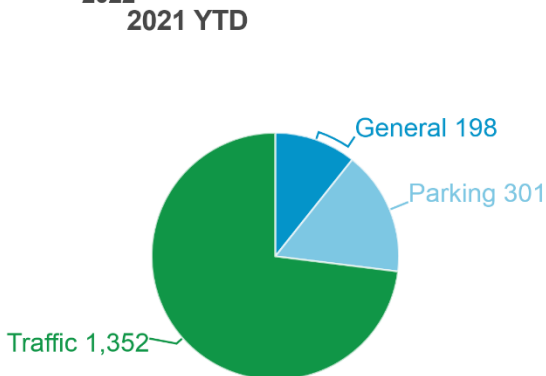
Castle Rock Municipal Court Monthly Report -October 2022

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	168			

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





COM

Key Accomplishments

- ▶ In October, Communications supported the Mitchell Gulch Park renovation kickoff, Metzler Family Open Space event, Castle Rock Fire and Rescue's Wildfire Preparedness Presentation, and the Fifth Street and Crowfoot Valley Road open houses
- ▶ The team completed **two** publications: Pavement Maintenance Program end-of-season survey postcard and Your Town Talk newsletter
- ▶ Staff during October issued news releases about:
 - [Town begins new truck route program to reduce freight traffic in neighborhoods](#)
 - [Landscape ordinance limits grass lawns for new residential and commercial properties](#)
 - [Take a hike – explore the recently completed Legacy Trail](#)
 - Mitchell Gulch Park improvements begin; project kickoff event set for Oct. 25
 - Easy as pie? Submit an entry in the Town's Pie Bake-Off Nov. 5
 - 'Fire won't wait. Plan your escape' this Fire Prevention Week, Oct. 9-15
 - Town Council supports passage of Douglas County Schools' ballot initiatives 5A and 5B
 - Family friendly Halloween fun at Spooktacular Oct. 22
 - Oct. 4 and 18 Council updates

Hyperlinked items were available as of Nov. 7

COMMUNICATIONS



Communications ■ October 2022 Report

MEDIA

12 
Media Requests

TRADITIONAL OUTREACH

41 
Communications
Plans, year to date

10 
News Releases
Distributed

ONLINE OUTREACH

93
Webpages
Approved



66
Calendar Items
Approved

0 
Fact or Fiction
Questions Published

GRAPHICS

55 
Visuals Created

1 
Video Completed

2 
Publications
Completed

SOCIAL MEDIA OUTREACH



119
Social Media
Updates



26 
Questions Answered
on Social Media



Facebook

23,621
Followers

A Top Post
★

A post highlighting the Parks Division hanging holiday lights Downtown was the most popular, reaching 9,902 people with 311 reactions and 17 shares.

SOCIAL MEDIA REVIEW

8,378
Followers

Top Post
★

A crosswalk safety video posted on Halloween featuring a dressed up dog was the most popular, reaching 4,275 people with 74 likes and 4,738 views.

Instagram



Nextdoor

Top Post



37,393
Total members

The first snow-fication of the season was the most popular post, reaching 5,368 people with 24 reactions and three replies.

9,668
Followers

Top Tweet



Twitter



A tweet about the Crowfoot Valley Road open house was the most popular with 1,205 impressions, 29 engagements and two retweets.



HR

Key Accomplishments



- ▶ HR attended **six** interview panels:
 - CRW Assistant Director
 - Fleet Manager
 - Street Maintenance Technician
 - SCADA Analyst
 - Infrastructure Manager
 - Benefits Specialist

- ▶ HR attended **four** career fairs in October
 - Arapahoe/Douglas Works! Career Fair at Aurora Satellite Workforce Center
 - CU Boulder STEM Industries at CU
 - Wyoming, Colorado Regional Job Fair
 - DCSD Career Fair at Chaparral High School

HUMAN RESOURCES

Welcome!

Employee Orientation

Nine new full-time employees came on board during October

Congratulations!

Performance Evaluations

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

HR in October 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 October

Well done!

Training

In October HR hosted **five** trainings: The Power of Habit, Breaking the Coaching Code, Budget and Finance 101, Legal Issues for Public Employers, Building Accountability