



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

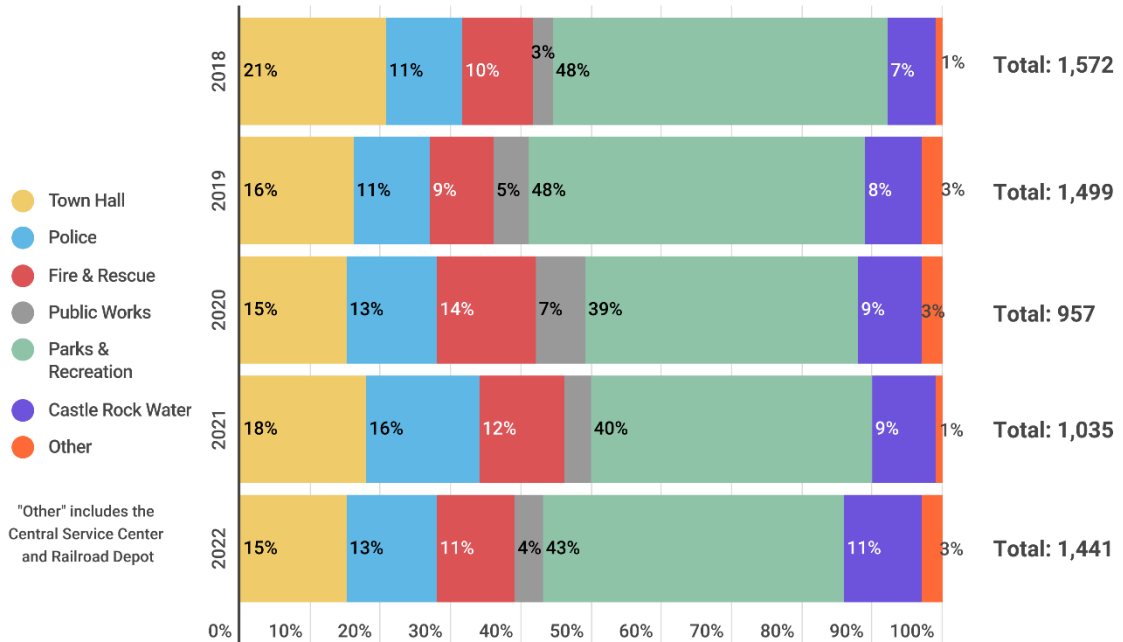


Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ In December, the Facilities team handled 236 work orders including 117 preventative maintenance activities and 15 custodial inspections
- ▶ For all of 2022, the Facilities Division completed 3,342 total work orders reflecting a 17% increase over 2021
- ▶ The Facilities Division performed 1,786 preventative maintenance and inspection activities in 2022, up 36 activities from 2021
- ▶ Completed Town Hall cubical remodel
- ▶ Reached substantial completion of ADA parking improvements at the Police Department
- ▶ Ongoing implementation of new Work Order Management Software
- ▶ Developed contract renewals for Facilities support vendors (roofing, HVAC, etc.)
- ▶ Continued work on Fire Apparatus Bay Door Raise, PD Interior Renovation and Town Hall Renovation projects

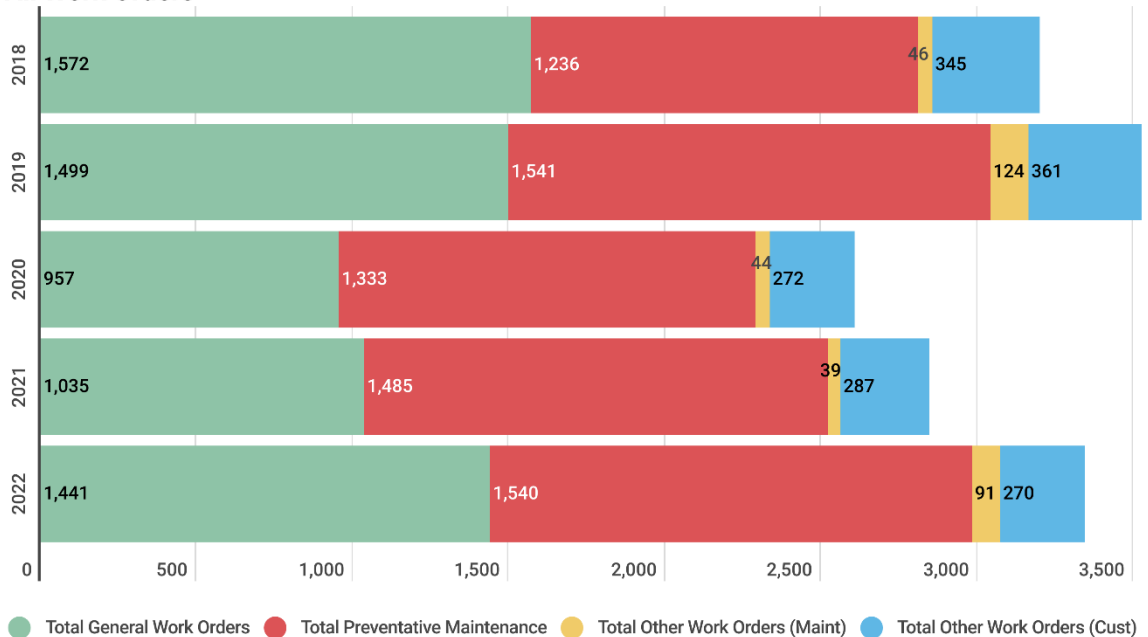
# Facilities Division

## 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



- ▶ Implemented multi-factor authentication for all Town web applications
- ▶ Implemented Town-owned iPhone supervision for approved upgrades and security updates
- ▶ Conducted two Town-wide training classes
- ▶ Updated the Fire Department's evacuation map series to include new street intersections and updated GIS data

- ▶ Major upgrades to applications: ArcGIS 10.8, Salesforce Sales Tax, Veeam Backup System, Milestone Video Management, Laserfiche Document Management
- ▶ New application implementations: CueHit Citizen Engagement, Constant Comment Email Marketing, Legal Files Management, iPhone Supervision, GovQA CORA Requests, Club Prophet Golf Management, Volunteer Management, Water Bank Management, Automox Endpoint Management, Fire Records Management System
- ▶ Implemented closed captioning for Town Council Meetings
- ▶ Infrastructure and technology provided to the Encore Parking Garage, Municipal Court Audio/Visual system and the security cameras at Town Parks
- ▶ Modernized CRgov.com public meeting calendar to provide for better access to public meeting information
- ▶ Mitigated major security vulnerabilities that were encountered world-wide and email impersonation attacks

# DoIT

## Help Desk

Addressed **438** total tickets, with an average time to resolve of **51** hours

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

There were **42** 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, **98.9%** 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 **122** hours

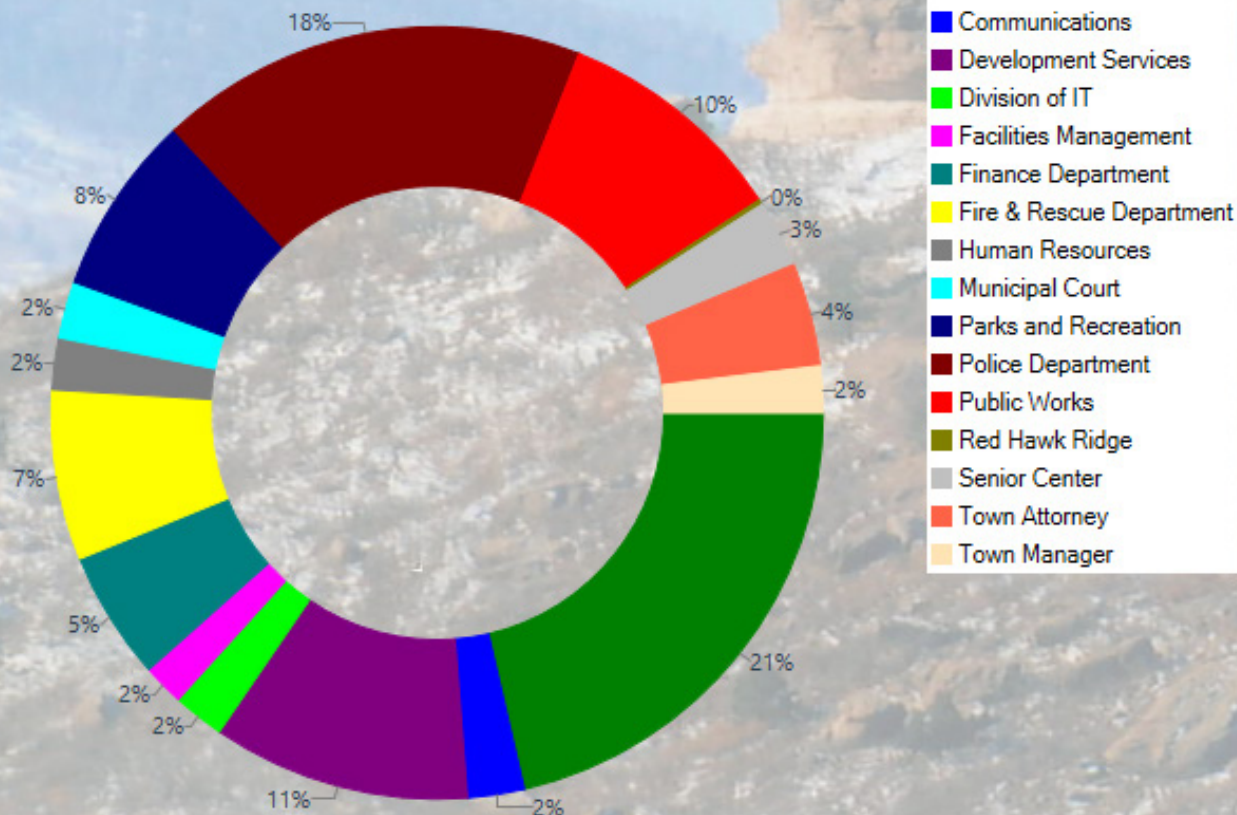
There were no annexations, parcel or zoning updates in December



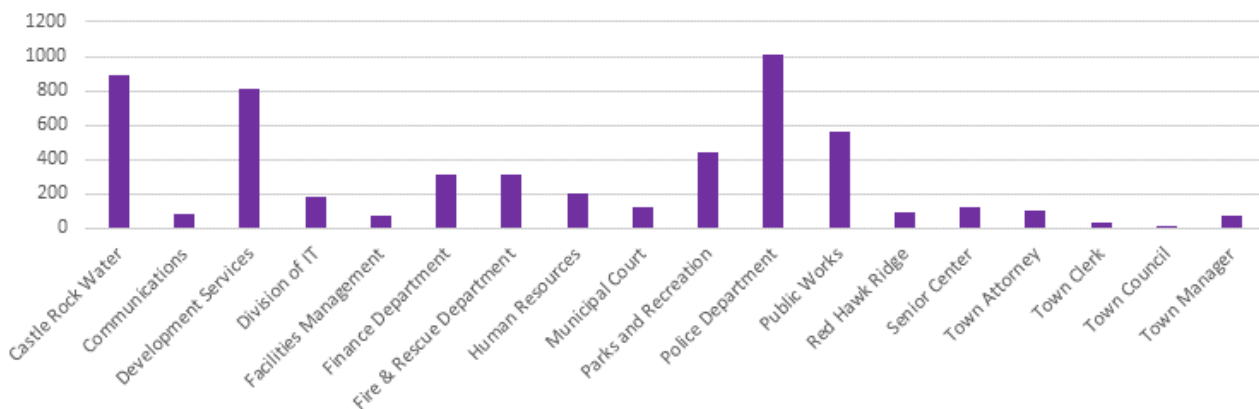
# DoIT

## Tickets by Department

12/1/2022 - 12/31/2022



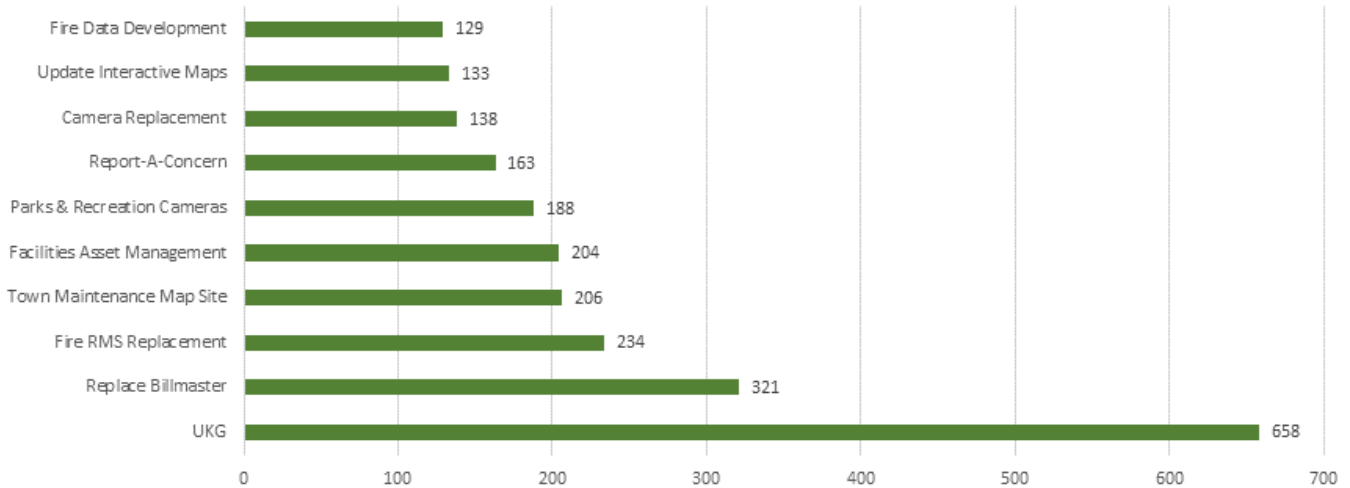
YTD Tickets = 5460



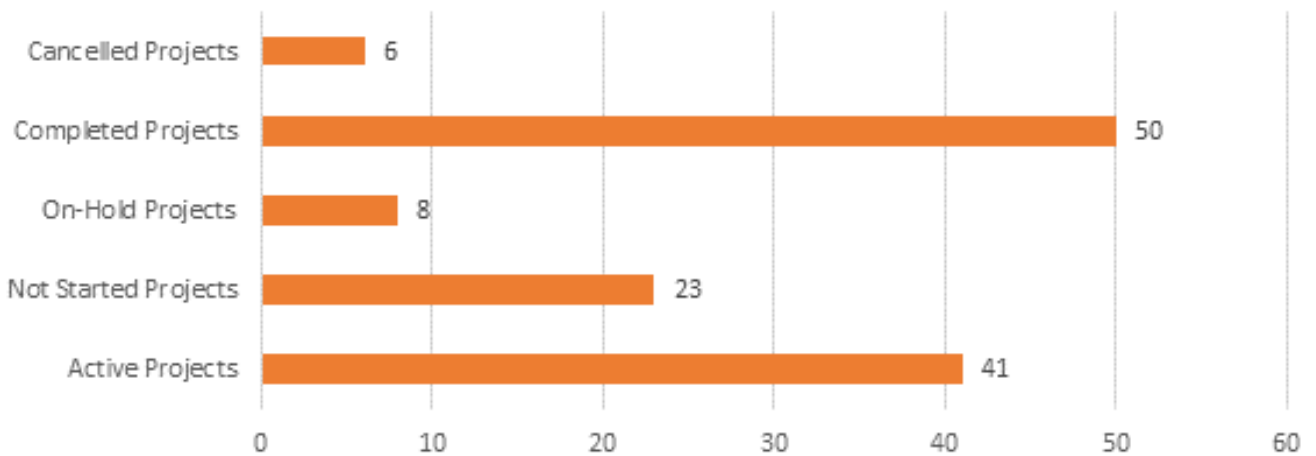


# DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC

# Key Accomplishments

## TEEN COURT

- ▶ Teen Court has **six** upcoming court cases scheduled in January and February

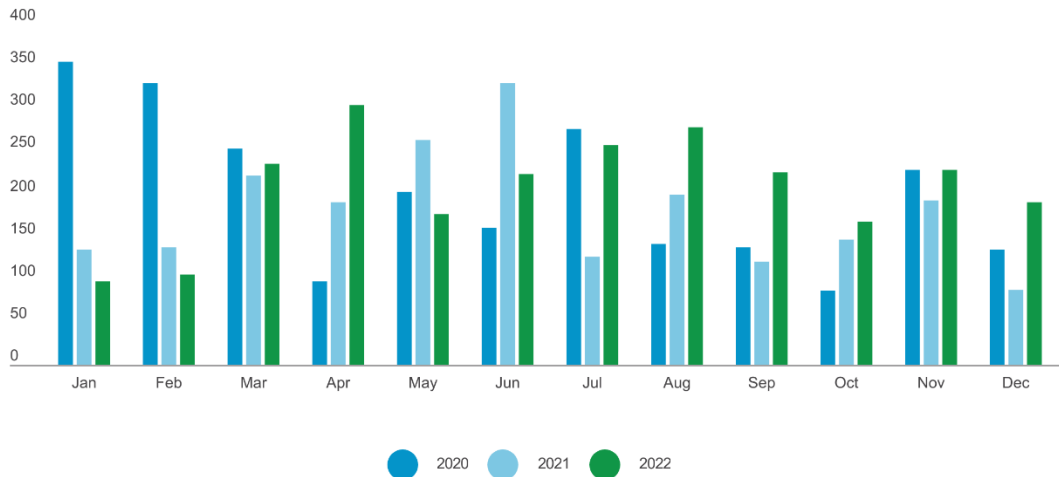
## MUNICIPAL COURT

- ▶ In December the court helped the Police Department with some of the administrative needs for Heroes and Helpers
- ▶ The Court coordinated a Townwide Adopt a Child Program. Town employees provided gifts for **45** children in need in the Town of Castle Rock

# MUNICIPAL COURT

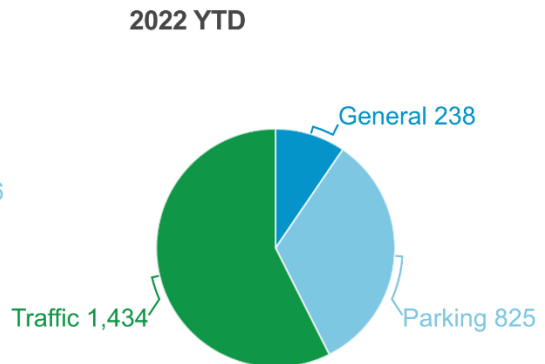
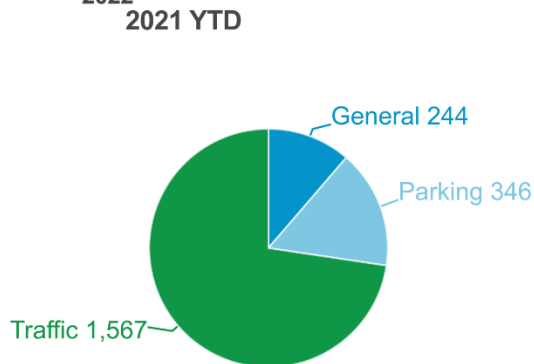
## Castle Rock Municipal Court Monthly Report -December 2022

### 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	2411
2021	135	138	222	191	264	331	127	200	121	147	193	88	2157
2022	98	106	236	305	177	224	258	279	226	168	229	191	2497

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





# COM

# Key Accomplishments

- ▶ In December, Communications held website accessibility training for the Town web team
- ▶ Staff also completed **three** publications: Your Town Talk newsletter, designated truck route letter and train horn quiet zone letter
- ▶ Staff during December issued news releases about:
  - Help us improve wayfinding signage within Downtown Castle Rock
  - Town flips the switch on traffic light improvements across major roadway intersections
  - [Town of Castle Rock supports preservation of historic Downtown buildings through grant program](#)
  - Dec. 6 and 20 Council updates

*Hyperlinked items were available as of Jan. 9*

# COMMUNICATIONS



## Communications ■ December 2022 Report

### MEDIA

**4**   
Media Requests

### TRADITIONAL OUTREACH

**47**   
Communications  
Plans, year to date

**5**   
News Releases  
Distributed

### ONLINE OUTREACH

**278**  
Webpages  
Approved



**51**  
Calendar Items  
Approved

**1**   
Fact or Fiction  
Question Published

### GRAPHICS

**56**   
Visuals Created

**2**   
Videos Completed

**3**   
Publications  
Completed

### SOCIAL MEDIA OUTREACH


**99**   
Social Media  
Updates



**31**   
Questions Answered  
on Social Media

 **Facebook** **23,842**  
Followers  
A Top Post ★  
A post highlighting the new snow route signs  
Downtown was the most popular, reaching 17,808  
people with 1,081 engagements, 79 comments and  
9 shares.

### SOCIAL MEDIA REVIEW

**8,549**  
Followers  
Instagram   
A Top Post ★  
A Reel highlighting the beginning of the holiday season  
was the most popular, reaching 5,038 people with 251  
likes and 33 shares.

 **Nextdoor** **37,868**  
Total members  
Top Post ★  
The Dec. 22 snow-tification was the most popular post,  
reaching 8,046 people with 18 reactions and 9 comments.

**9,616**  
Followers  
Top Tweet ★  
Twitter   
A tweet encouraging the public to work with Town online when  
offices were closed due to frigid temps was the most popular  
with 2,122 impressions, 626 engagements and 5 retweets.

# COMMUNICATIONS

## 2022 OVERVIEW



### Communications ■ 2022 Report

#### MEDIA

**79**   
Media Requests

#### TRADITIONAL OUTREACH

**47**   
Communication Plans

**114**   
News Releases Distributed

#### ONLINE OUTREACH

**1,377**  
Webpages Approved



**719**  
Calendar Items Approved

**15**   
Fact or Fiction Questions Published

#### GRAPHICS

**760**   
Visuals created

**34**   
Videos Produced

**36**   
Publications Completed

#### SOCIAL MEDIA OUTREACH

**1,740**   
Social Media Updates

**531**   
Questions Answered on Social Media

 **Facebook**  
**5.8%**  
Growth in followers


**3.2 million**  
Total organic reach


**43,100**  
Greatest reach: Traffic plan for In-N-Out Grand opening

#### SOCIAL MEDIA REVIEW

**20,310**  
Greatest reach: Goats helping with wildfire mitigation at Metzler Family Open Space

**401,378**  
Total organic reach

**Instagram**   
**11.3%**  
Growth in followers

 **Nextdoor**  
**15,760**  
Most impressions: Power outage affecting the Rec Center

**37,868**  
Total Town residents using Nextdoor  
**47.3%**  
Percentage of residents on Nextdoor

**3.5%**  
Growth in followers

**169,023**  
Total Impressions

**12,000**  
Greatest reach: Tweet about emergency alert sent in error by El Paso County

**Twitter** 





# HR

# Key Accomplishments



- ▶ HR attended **11** interview panels:
  - Therapeutic Recreation Specialist
  - Plan Review Engineer
  - Aquatics Supervisor
  - Street Maintenance Technician
  - Office Assistant II
  - Water Efficiency Technician
  - Development Review Manager
  - Traffic Engineering Technician
  - HR Technician
  - SCADA Supervisor
  - Aquatics Specialist

# HUMAN RESOURCES

Welcome!

## Employee Orientation

**Nine** new full-time employees came on board during December

Congratulations!

## Performance Evaluations

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

HR in December reviewed **73** 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 **four** recognitions in December

Well done!

## Training

There was no training in December.