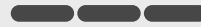


Town Manager's Office



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.

Facilities

Provides a safe, clean, positive environment at all municipal facilities, for both employees and the public



Division of Innovation and Technology

Partners with departments Townwide to strategically implement technology that is secure and well-supported



Community Relations

Facilitates community outreach and involvement for departments Townwide



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



Human Resources

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



Key Accomplishments

Completed **127** preventative maintenance activities and **23** custodial inspections, in addition to regular work order requests. In total, the Facilities Team handled **273** work orders in September

Continued assistance with the new Water Administration building including keying, appliances, bathroom accessories, fire monitoring, punch walk and owner training

Completed cubicle change for Development Services, flag pole lighting for Castle Rock Water and permitting for battery backup at Police dispatch

Completed and distributed Facility Services Training/Reference Manual

Started the Town Hall carpeting and Town Hall kitchen improvement project

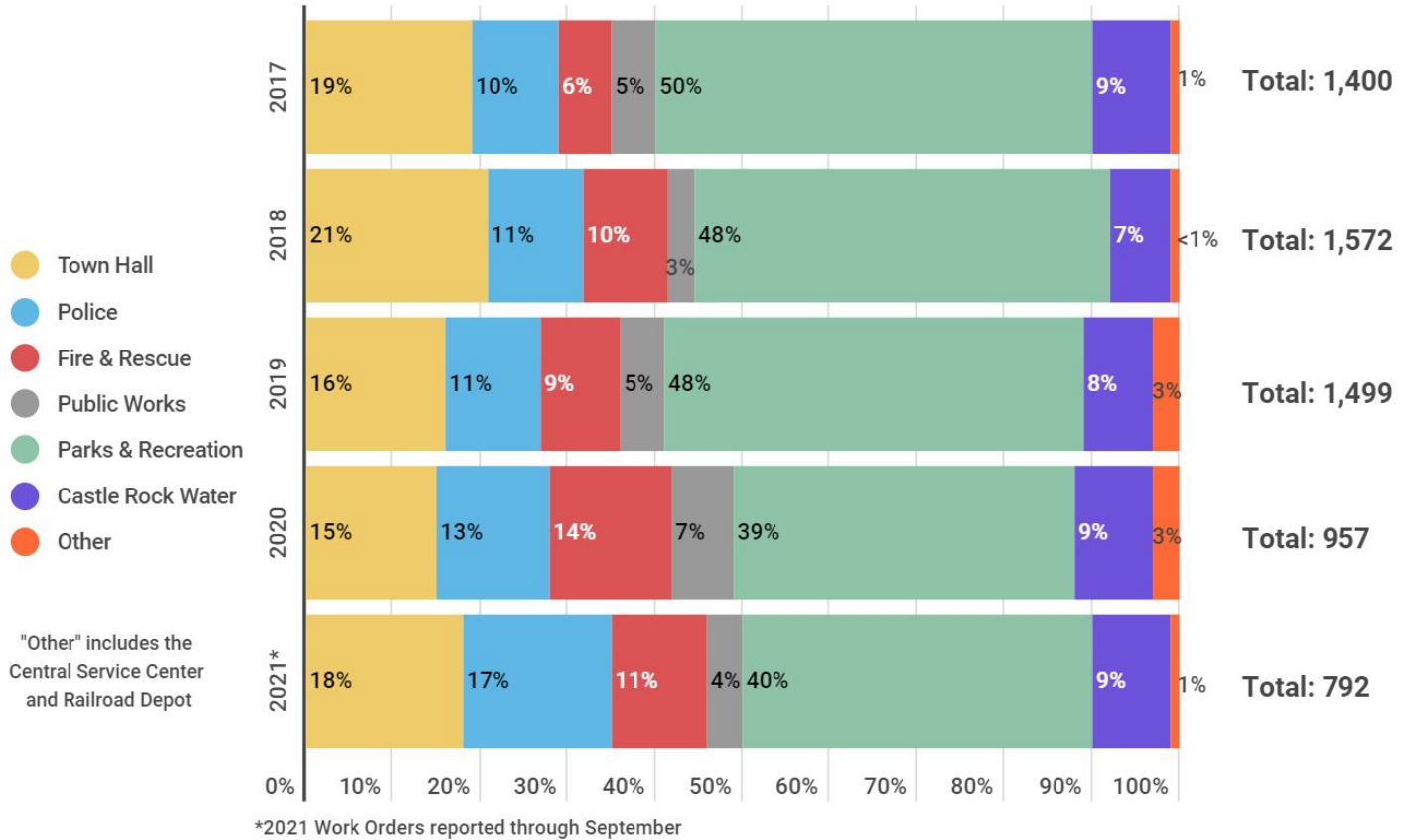
Celebrated 10 Years of Service for the Town's Facilities Administrator – Congrats Scott!





Facilities Division

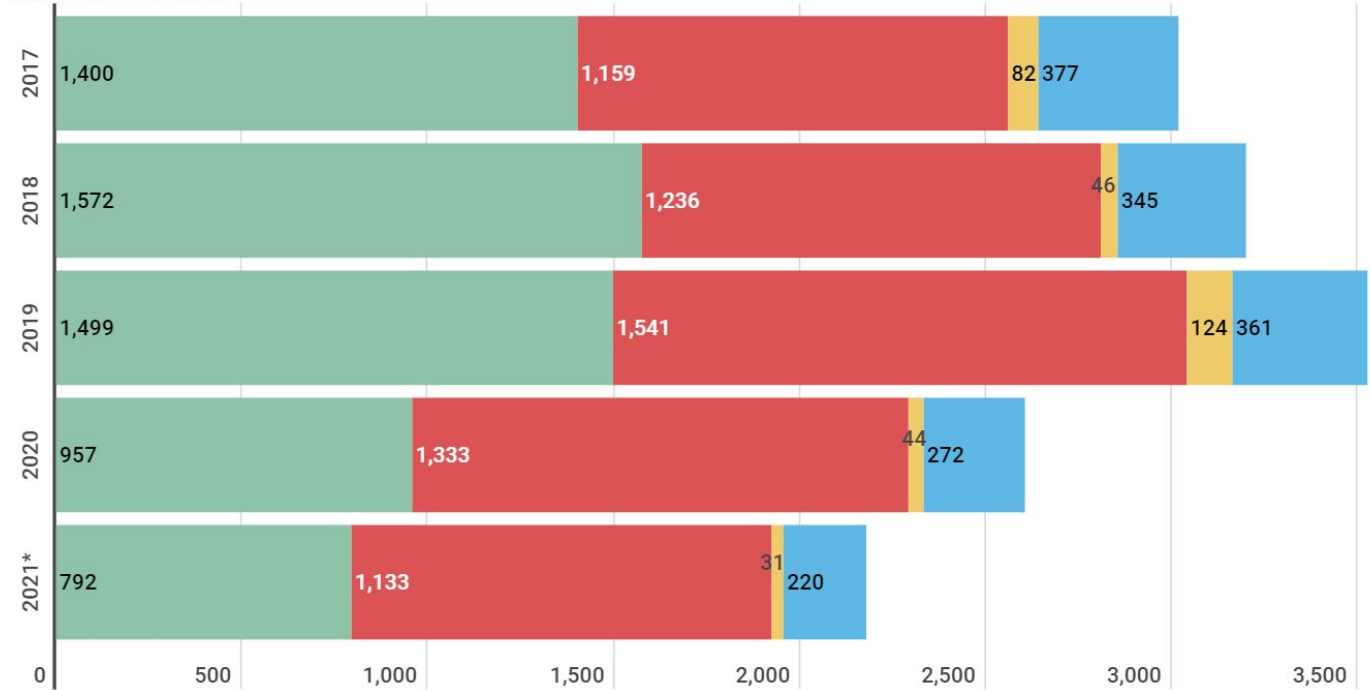
General Maintenance Work Order % by Department





Facilities Division

All Work Orders



*2021 Work Orders reported through September

● Total General Work Orders
 ● Total Preventative Maintenance
 ● Total Other Work Orders (Maint)
 ● Total Other Work Orders (Cust)

"Other" work orders include event setups, snow removal and custodial work orders/inspections

Key Accomplishments



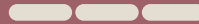
Performed **six** Town-wide training classes

Go-live of the new Parks & Recreation Mapping Site and Cell Sites Map

Updated the Standard Town Maps and Data for schools and parks

Performed an upgrade to Full Court software

Celebrated 10 Years of Service for the Town's Chief Technology Officer – Congrats, Jenn!



Help Desk

Addressed **370** total tickets, with an average time to resolve of **42** hours

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

There were **45** urgent priority tickets this month, **98%** of which were resolved within two calendar days (85% is goal)

There were **308** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **22** total tickets, with an average open-to-resolve time of **83** hours

There were no annexations in September

There was **one** zoning change in September (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

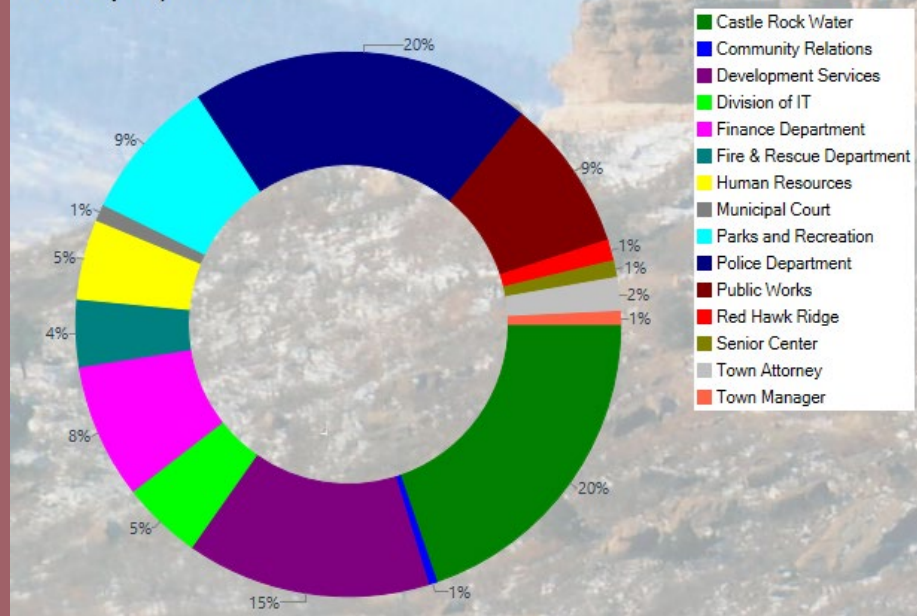
There were no parcel updates in September

Division of Innovation and Technology

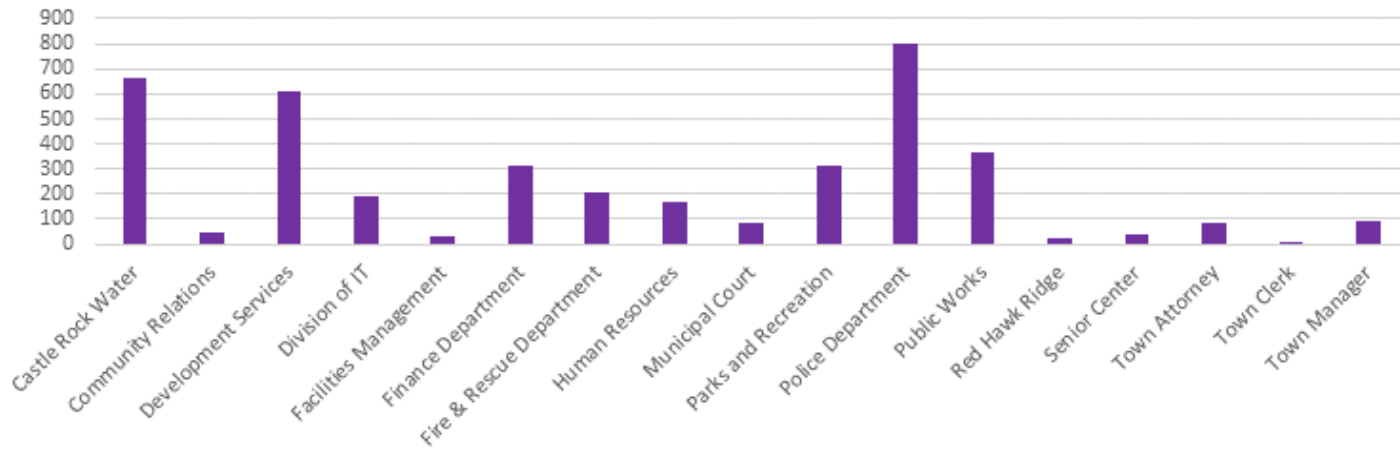


Tickets by Department

9/1/2021 - 9/30/2021



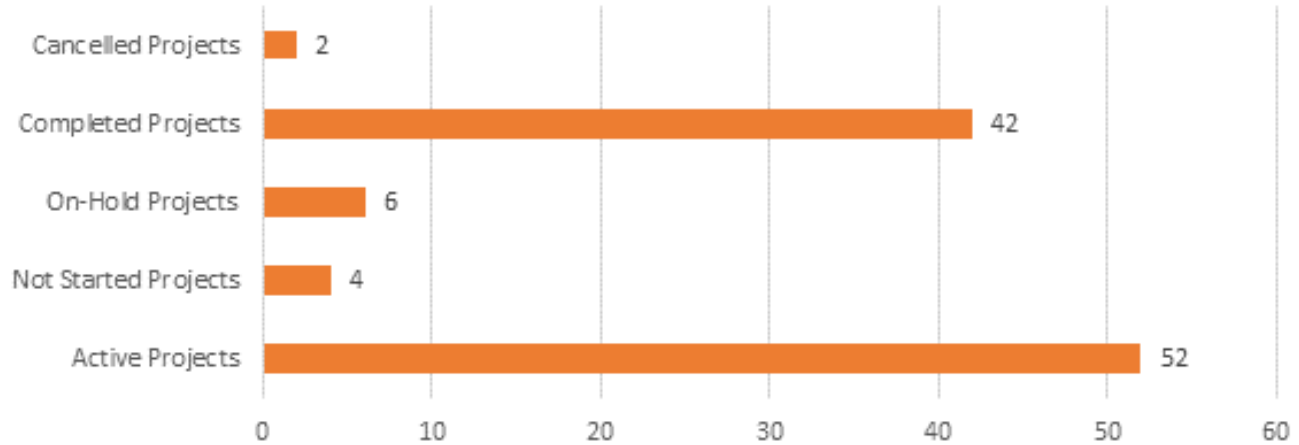
YTD Tickets = 4043



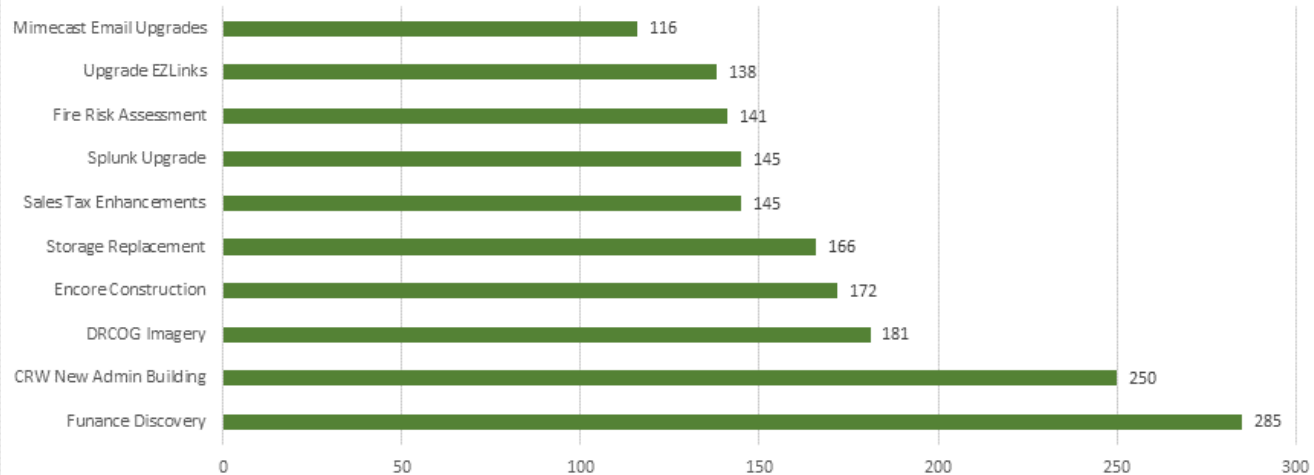
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



Key Accomplishments



In September, Community Relations supported **four** Councilmember open houses. The team completed **four** publications: State of the Town postcard, smoke alarm replacement postcard, PMP survey postcard and Your town Talk. The team also refreshed Your Town Talk newsletter to improve readability.

Key Accomplishments



Staff during **September** issued news releases about:

- [Learn the sounds of fire safety with Castle Rock Fire and Rescue during Fire Prevention Week](#)
- [Douglas and Arapahoe County water providers partnering for a strong water future](#)
- [Get a sneak peek at the State of the Town with Mayor Gray Oct. 7](#)
- [Celebrate trails and learn to liveBIG at Castle Rock Trail Festival Oct. 2](#)
- [Encore public plaza, garage construction mostly complete; public parking shifting](#)
- [Castle Rock makes Money's Best Places to Live list for fifth time in 10 years](#)
- [Finances for the years ahead on Town Council's Tuesday agenda](#)
- Possible new disc golf course in Castle Rock; provide feedback by Sept. 30
- Glow and dance for a good cause; Adaptive Recreation fundraiser Sept. 17
- Find that 'Peaceful Easy Feeling' at PSM Park; don't miss The Long Run Band Sept. 16
- [Castle Rock Water treatment plant recognized for outstanding performance](#)
- [Bright stars and big screens; get tickets for Parking Lights & Movie Nights fall/holiday drive-in movie series](#)
- [Local and state agencies announce wildlife fencing safety project along I-25 in Douglas County](#)
- Help Castle Rock Fire and Rescue 'fill the boot' Labor Day weekend
- September 7 and 21 Council updates

Hyperlinked items were available as of Oct. 4.



Community Relations ■ September 2021 Report

MEDIA



Media Requests

4

TRADITIONAL OUTREACH



Communications
Plans, year to date

31



News Releases
Distributed

16

ONLINE OUTREACH



Webpages
Approved

101

Calendar Items
Approved

28



Fact or Fiction
Questions Published

0

GRAPHICS



Visuals Created

126



Videos Completed

1



Publications
Completed

4

SOCIAL MEDIA OUTREACH



Social Media
Updates

183



Questions Answered
on Social Media

14



A Top Post

Facebook

22,300
Followers

A post letting people know outdoor pools were closing for the season was the most popular, reaching 15,300 people with 25 reactions, 22 comments and 8 shares

SOCIAL MEDIA REVIEW

7,543
Followers

Top Post

A promo for First Fridays was the most popular, reaching 4,200 people with 290 reactions and 10 comments.

Instagram



Nextdoor

Top Post



33,329
Total members

The Fire Prevention Week news release was the most popular with 7,117 impressions, 9 likes and 2 comments

9,171
Followers

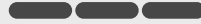
Top Tweet



Twitter



A Fill the Boot tweet was the most popular with 2,302 impressions, 3 retweets and 5 likes



Key Accomplishments



HR sat on the following interview panels in September: Castle Rock Water Business Solutions and Support Manager and Financial Analyst

Recognized **117** employees for their **five** to **thirty five** years of service at the Annual Years of Service event

Human Resources



Welcome!

Employee Orientation

Eight new full-time employees came on board during September

Congratulations!

Performance Evaluations

HR on **Oct. 4** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in September reviewed **34** 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!

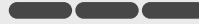
Employee Recognition

There were 117 Years of Service recognitions in September as well as **22** award recognitions

Well done!

Training

There were no training classes in September



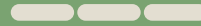
Key Accomplishments



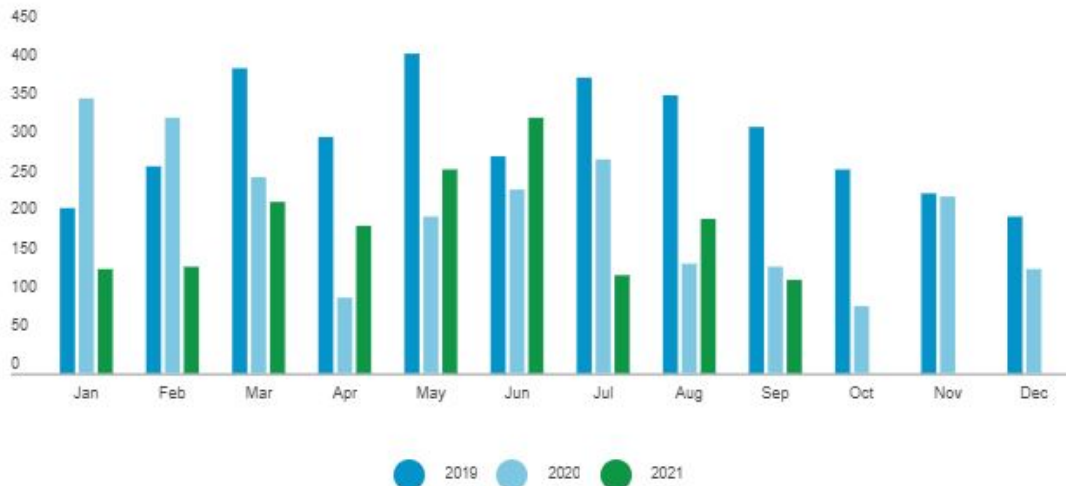
The Court staff audited all juvenile cases for compliance. The Department of Motor Vehicle was notified of any juveniles who were non-compliant and an Outstanding Judgment Warrant (OJW) hold was placed against their driver's license. New legislation beginning in January, 2022, will no longer allow courts to use this as a tool to gain compliance

Completed set up for a new process, "Overdue," in our court software. This "Overdue" process will automatically print all necessary documents when a defendant has failed to appear for court, missed a payment date, or not complied with a specific court ordered sentencing condition. This setup will allow us to take the next step to also send text reminders for anyone who has opted in to texting and is non-compliant

Municipal Court



Total cases filed in Castle Rock Municipal Court: 2019-2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019	214	268	395	306	414	281	383	360	319	264	233	203	3,639
2020	356	331	254	98	203	161	277	142	138	87	229	135	2,411
2021	135	138	222	191	264	331	127	200	121				

Total cases filed in Castle Rock Municipal Court by type year to date: September 2020 vs. September 2021

