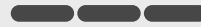


# Town Manager's Office



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 **128** preventative maintenance activities and **17** custodial inspections, in addition to regular work order requests. In total, the Facilities Team handled **219** work orders in October

Completed several tasks associated with new Castle Rock Water Admin Building including punch walk, owner training, key hierarchy and hiring new Facility Services worker to clean the facility

Replaced corroded sprinkler heads in the Rec Center chemical and filter rooms

Completed paint and stucco repairs on **two** Castle Rock Water buildings and installation of **three** new workstations at Plum Creek Water Purification Facility

Completed backflow tests as needed

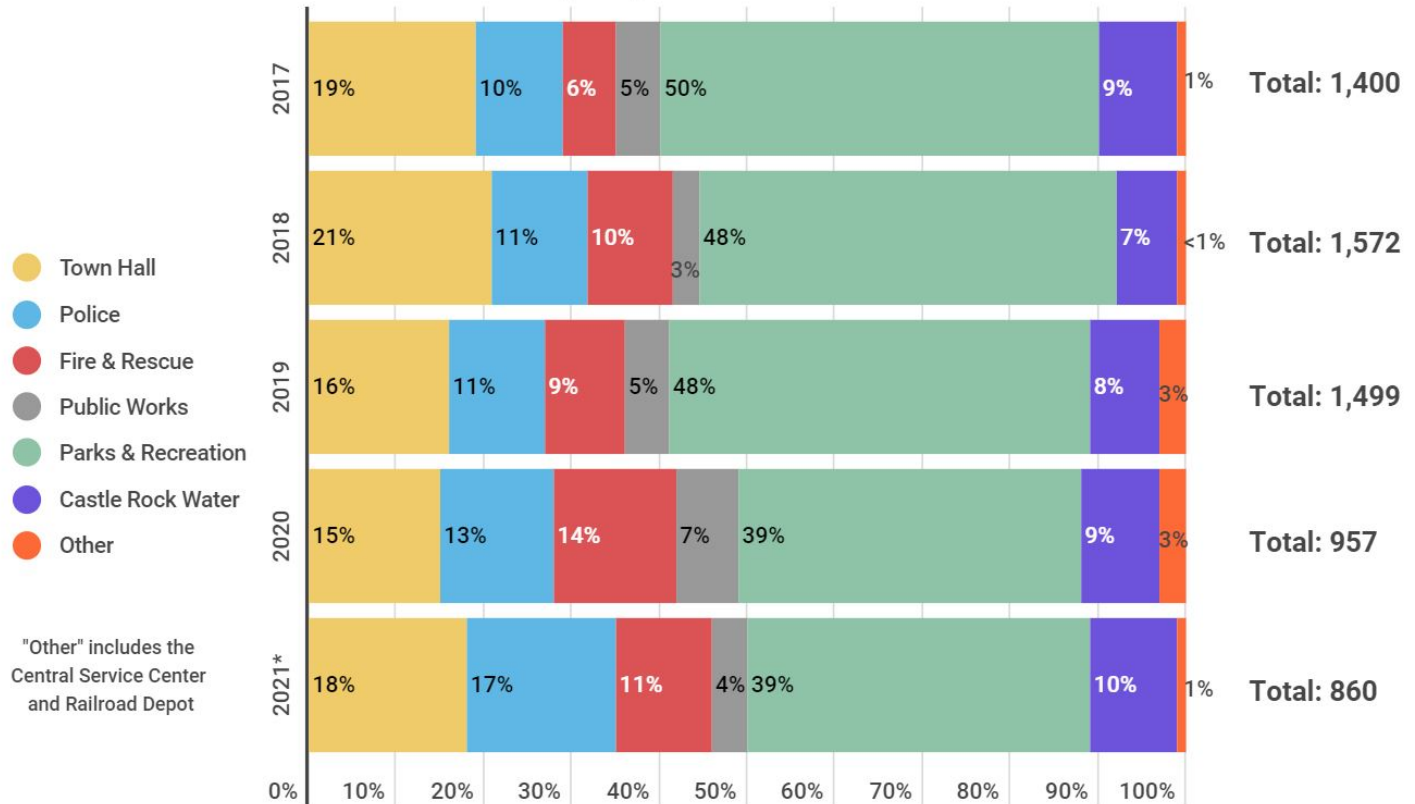
Planning for numerous other projects including replacement bollards at the Town Hall plaza, ceiling and gutter replacements at Fire Station #151, snow guards at the Public Safety Training Facility, replacement of server room HVAC and future demolition of the structure at 4233 Home Street





# Facilities Division

## General Maintenance Work Order % by Department



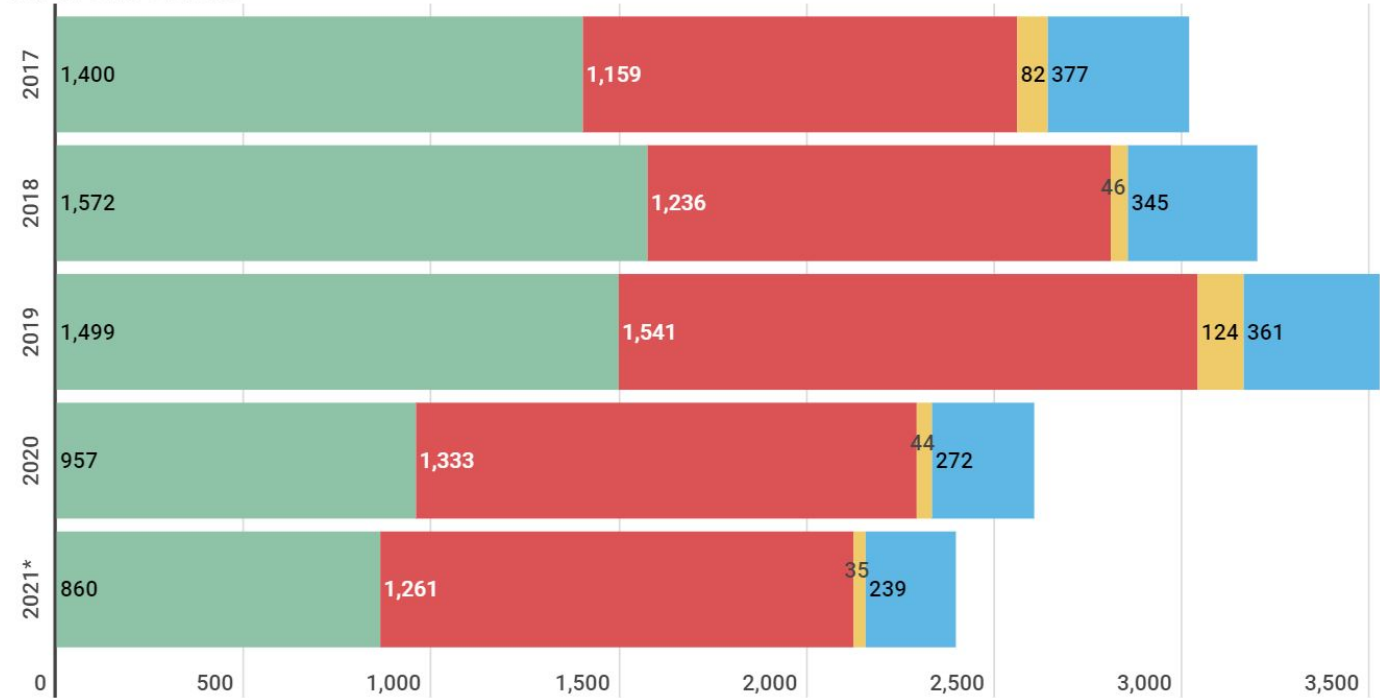
"Other" includes the Central Service Center and Railroad Depot

\*2021 Work Orders reported through October



## Facilities Division

### All Work Orders



\*2021 Work Orders reported through October

● 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

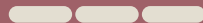


Successful upgrades Town applications:  
Salesforce, Jabber, Global Protect

Welcomed Steve Yee, new Computer  
Technician

Conducted **one** Town-wide training course

Conducted the annual DoIT Customer  
Survey



## Help Desk

Addressed **301** total tickets, with an average time to resolve of **60** hours

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

There were **18** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **254** medium priority tickets this month, **94%** 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 **55** hours

There were no annexations in October

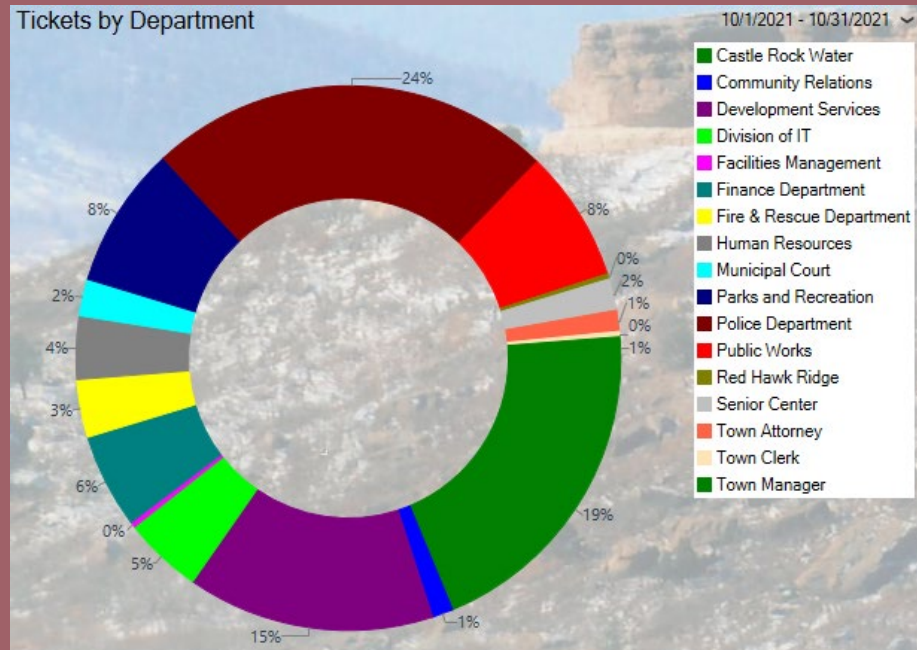
There were no zoning changes in October

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

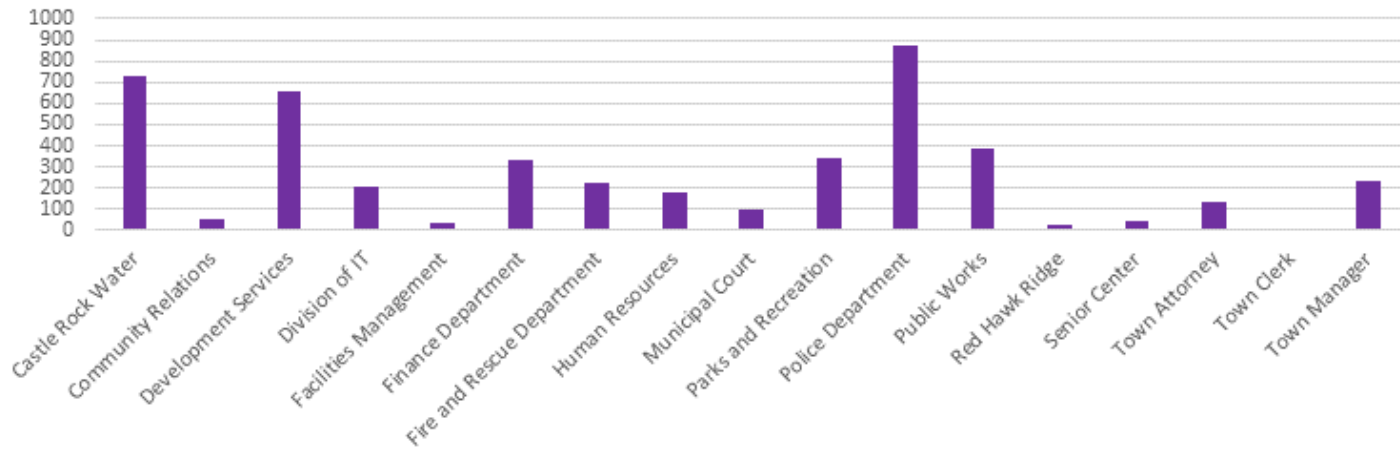
# Division of Innovation and Technology



Tickets by Department



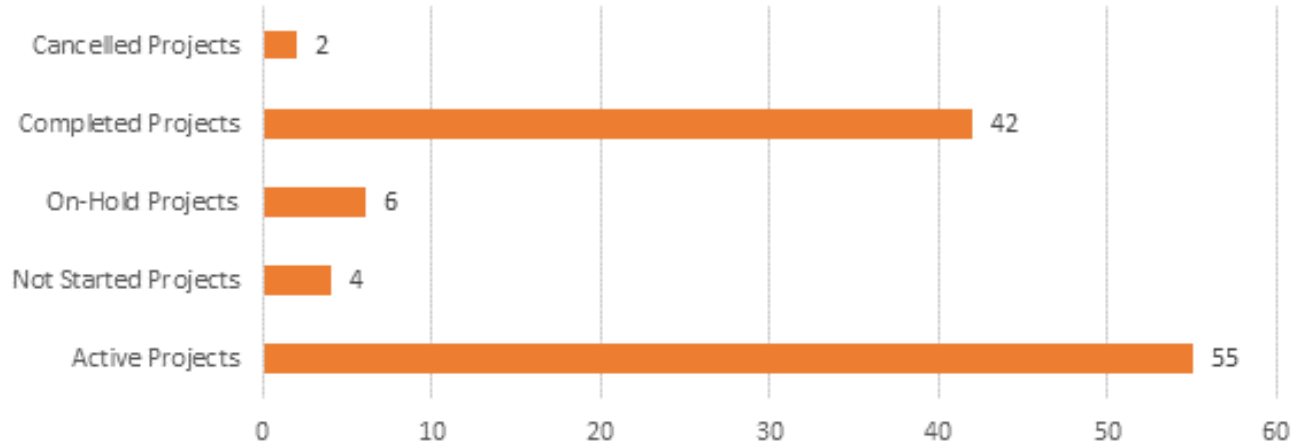
YTD Tickets = 4541



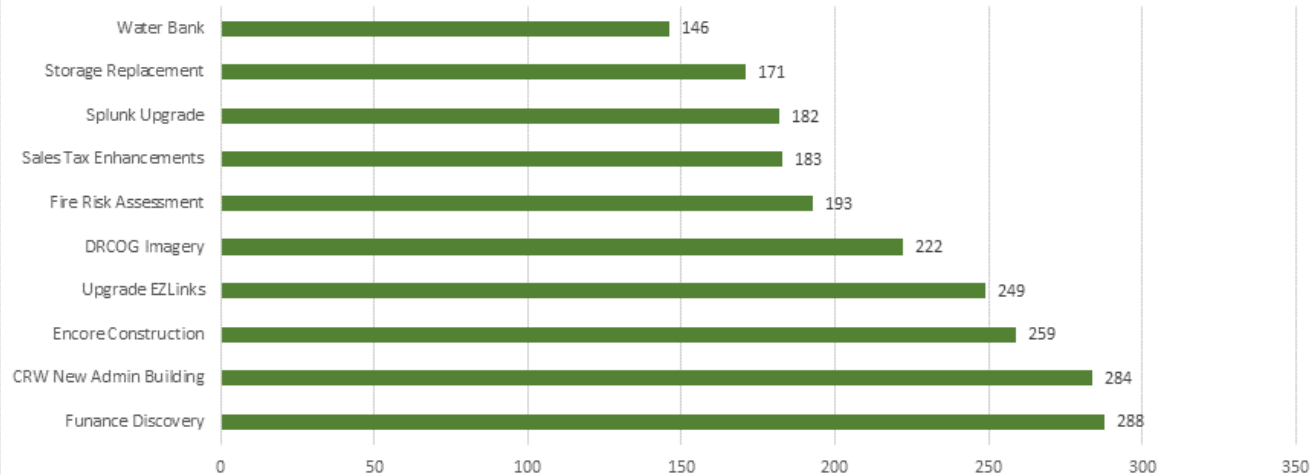
# Division of Innovation and Technology



## DoIT Project Summary



## Top 10 Active Projects by Hours





# Key Accomplishments



In October, Community Relations supported the State of the Town event and the District 1 and 3 open house. The team completed **two** publications: Outlook magazine and Your Town Talk newsletter

# Key Accomplishments



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

- [Castle Rock Water recognized for environmental leadership](#)
- Easy as pie? Submit an entry in the Town's Pie Bake Off Nov. 6
- Town Council encourages 'Yes' vote on 2A, 2B, 2C and 2D in Nov. 2 election
- Family friendly Halloween fun at Spooktacular Oct. 23
- Fall fun and more at the Fall Festival Oct. 16
- [Police chief appointed to International Association of Chiefs of Police's Board of Directors](#)
- Oct. 2 and 19 Council updates

*Hyperlinked items were available as of Nov. 8.*



## Community Relations ■ October 2021 Report

### MEDIA



2

Media Requests

### TRADITIONAL OUTREACH



32

Communications  
Plans, year to date



8

News Releases  
Distributed

### ONLINE OUTREACH

85

Webpages  
Approved



65

Calendar Items  
Approved



5

Fact or Fiction  
Questions Published

### GRAPHICS



124

Visuals Created



5

Videos Completed



2

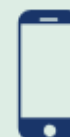
Publications  
Completed

### SOCIAL MEDIA OUTREACH



175

Social Media  
Updates



12

Questions Answered  
on Social Media



Facebook

22,392

Followers

A Top Post



A celebrity sighting of Zack Morris and Kelly Kapowski at the PSM Challenge Hill was the most popular post, reaching 17,200 people with 554 reactions, 82 comments and 52 shares

### SOCIAL MEDIA REVIEW

7,560

Followers



Top Post

A celebrity sighting of Zack Morris and Kelly Kapowski at the PSM Challenge Hill was the most popular, reaching 6,030 people with 719 reactions, 30 comments, 185 shares and 17 saves

Instagram



Nextdoor

Top Post



33,536

Total members

The Oct. 19 Town Council preview was the most popular post with 1,691 impressions

9,197

Followers

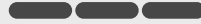
Top Tweet



Twitter



A tweet about Chief Cauley's appointment to IACP's Board of Directors was the most popular with 12,556 impressions, 5 retweets and 27 likes



# Key Accomplishments



HR sat on one interview panel in  
October: Sales Tax Auditor

## Human Resources



### Welcome!

#### Employee Orientation

**Seven** new full-time employees came on board during October

### Congratulations!

#### Performance Evaluations

HR on **Nov. 2** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in October reviewed **94** 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!

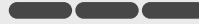
#### Employee Recognition

There were **seven** award recognitions in October

### Well done!

#### Training

There were no training classes in October



# Key Accomplishments



The Court staff continues to work towards texting reminders to defendants about upcoming court dates and deadlines. There have been a few technical glitches to troubleshoot as the software is relatively new.

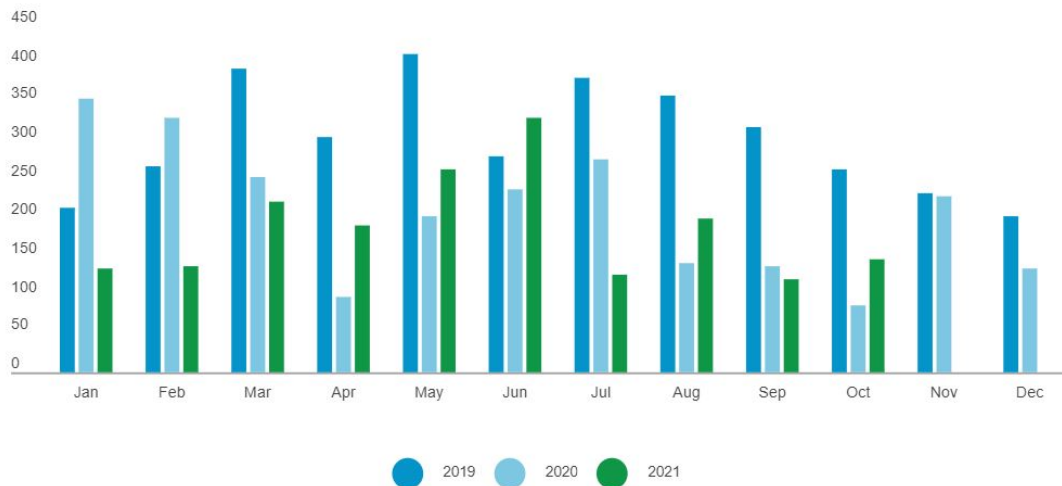
The Court staff is in the beginning stages of the 2021 Santa's Second Chance program. The intention is to work closely with the Police Department to provide gifts to children of families in need this holiday season. An email has been sent to all Castle Rock schools requesting a list of students who have the greatest need and a "wish list" for each student. The Court will be asking Town employees to participate in the annual Adopt-A-Child-Program again this year.

Created a "Bench Book" for visiting judges. This book provides easy access to court rules/procedures, fine and fee schedule and information specific to Castle Rock Municipal Code.

# Municipal Court



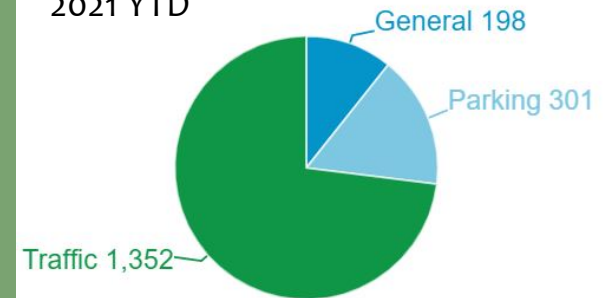
## Total cases filed in Castle Rock Municipal Court: 2019-2021



	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	147			

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

### 2021 YTD



### 2020 YTD

