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 **136** preventative maintenance activities and **25** custodial inspections, in addition to regular work order requests In total, the Facilities Team handled **278** work orders in June, the largest number since January 2020

Completed painting projects at Town Hall and the Public Safety Training Facility

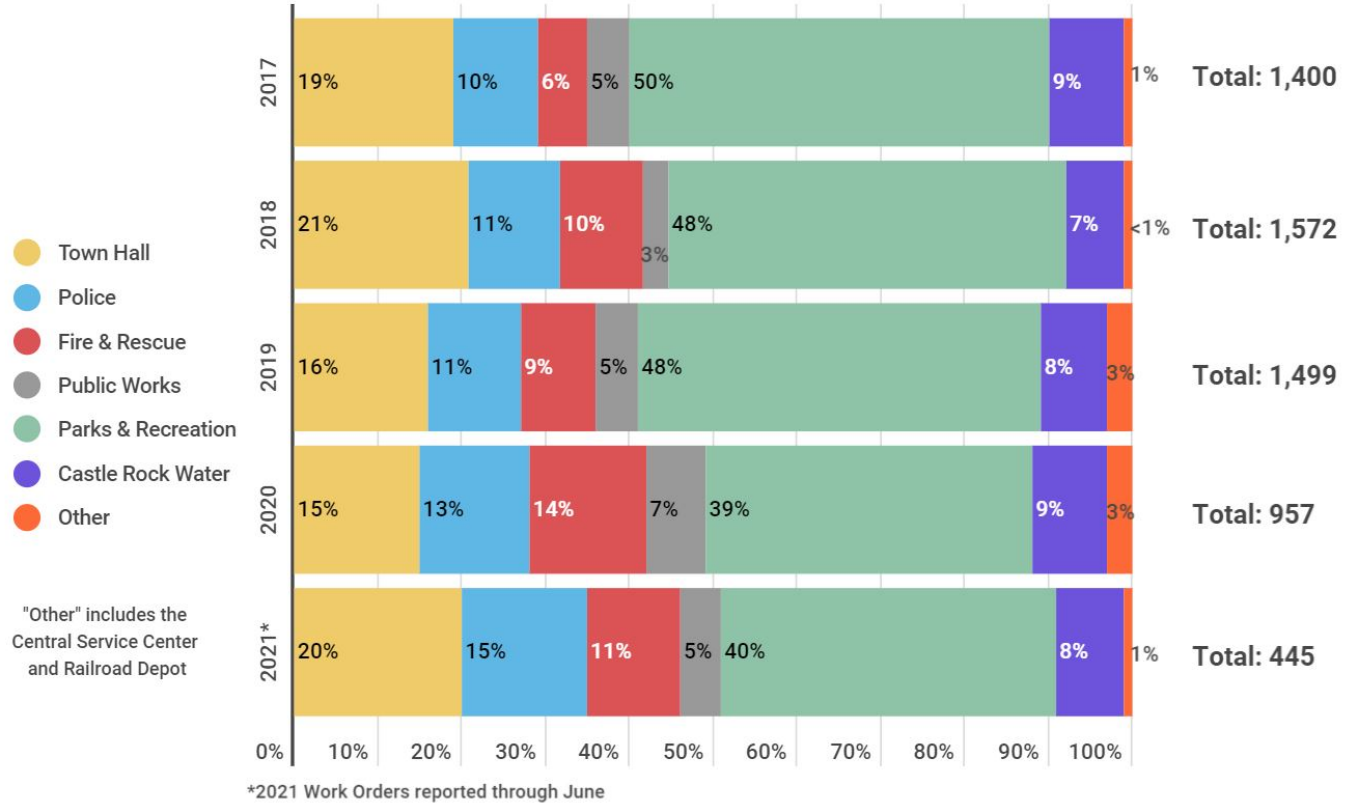
Completed warranty walk through of new Public Safety Training Facility

Completed fire line repairs at Red Hawk Ridge Golf Course and Ray Waterman Water Treatment Plant

Planning for numerous other projects including Town Hall carpeting, Town Hall kitchen improvements, battery backup system for dispatch and continued assistance with new Water Admin building

Facilities Division

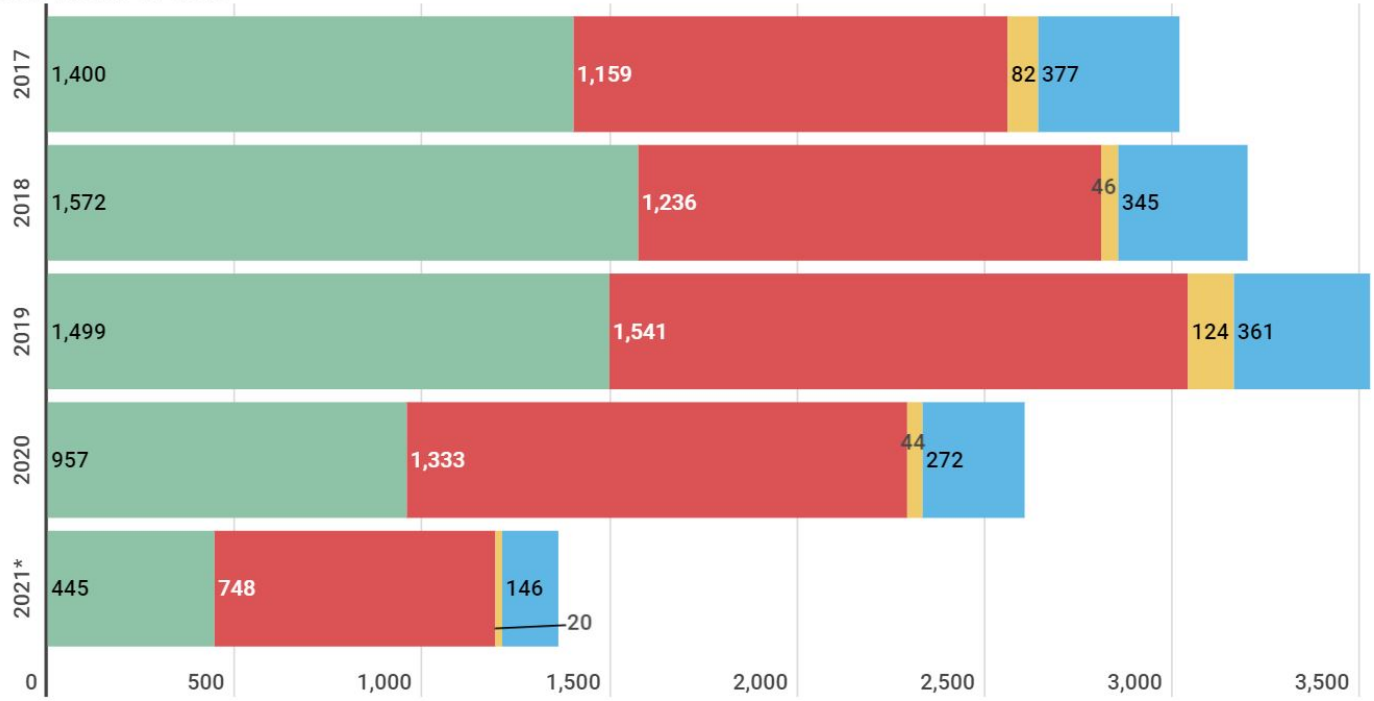
General Maintenance Work Order % by Department



*2021 Work Orders reported through June

Facilities Division

All Work Orders



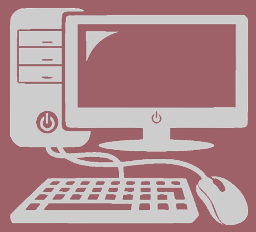
*2021 Work Orders reported through June

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

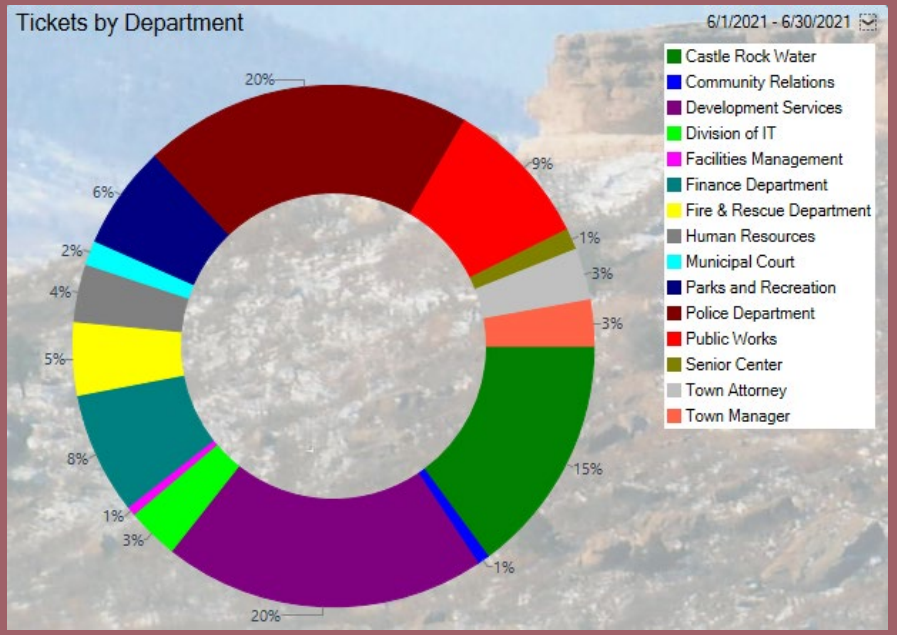
Key Accomplishments

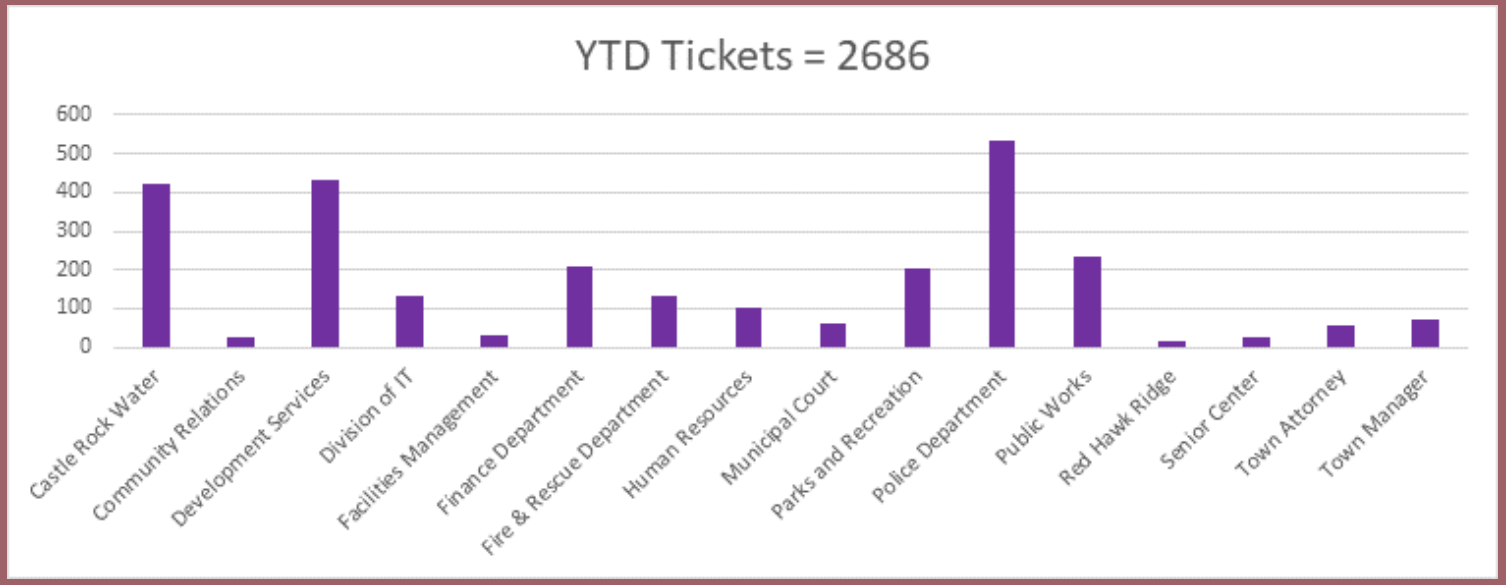
- Go-live of the new Town Projects tab within the Development Activity Interactive Mapping site
- Updated the Downtown Parking Map with the opening of South Street and Wilcox roundabout
- **210** mobile device deployments to FirstNet (AT&T First Responder & Public Safety Network)
- Conducted **three** Town-wide training classes



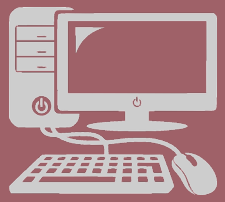
Help Desk	Addressed **487** total tickets, with an average time to resolve of **139** hours There were **four** emergency tickets this month, **100%** of which were resolved within one calendar day (80% is goal) There were **50** urgent priority tickets this month, **94%** of which were resolved within two calendar days (85% is goal) There were **386** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)
Geographic Information Systems (GIS)	Addressed **28** total tickets, with an average open-to-resolve time of **152** hours There were no annexations in June There was **one** zoning change in June (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 was **one** parcel update in June (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

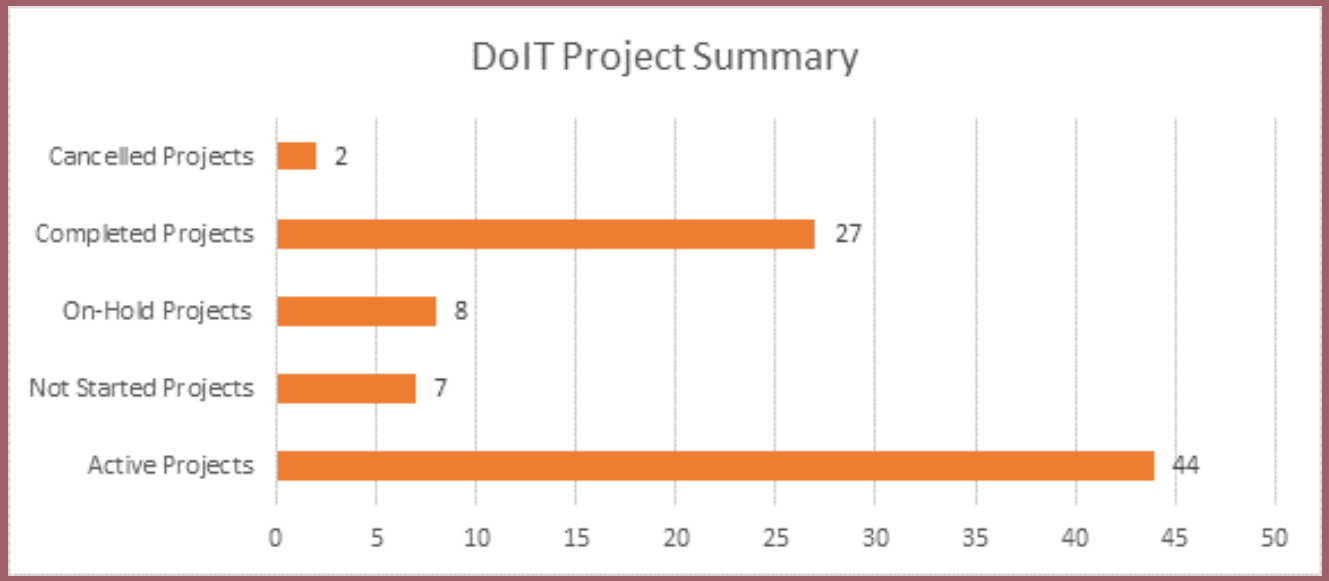
Division of Innovation and Technology

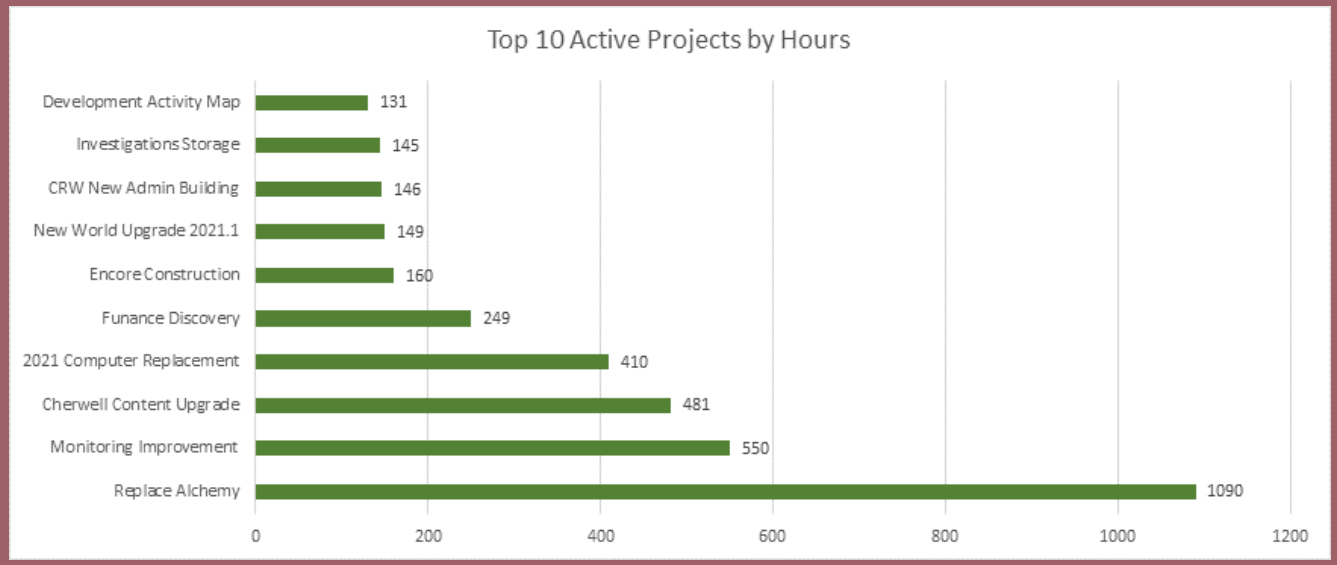




Division of Innovation and Technology







Key Accomplishments

In June, Community Relations' CRgov.com/SignUp campaign netted **202** new email subscribers. The team completed **four** publications: property tax postcard, needs postcard, National Night Out postcard and Your Town Talk

Key Accomplishments

Staff during June issued news releases about:

- Upcoming educational program teaches about animals around the Rock
- 60-acre property becomes designated open space after Metzler family donation
- Enjoy the "Simple Kind of Life" with New Doubt at First Fridays July
- Report highlights Castle Rock's financial transparency
- Construction begins on new Cobblestone Ranch Park; groundbreaking set for June 30
- Parking Lights & Movie Nights drive-in movie series kicks off June 25 at PSM Park
- Discover your 'Roots' with Parmalee at PSM Park July 10
- Castle Rock firefighters recognized for outstanding service
- Fireworks show set for Sunday, July 4
- 300+ public parking spaces now available at Encore garage at Perry and South streets
- Live music and family fun at Tunes for Trails, Perks for Parks; season kicks off June 17
- 'So much fun;' applications open for 2021 Your Town Academy
- Painting positivity with new mural to be unveiled June 4
- June 1 and June 15 Council updates

Hyperlinked items were available as of July 6.

Community Relations ▪ June 2021 Report

MEDIA

4 Media Requests

GRAPHICS

52 Visuals Created

TRADITIONAL OUTREACH

24 Communications Plans, year to date

15 News Releases Distributed

7 Videos Completed

4 Publications Completed

ONLINE OUTREACH

128 Webpages Approved

CRgov.com

69 Calendar Items Approved

0 Fact or Fiction Questions Published

SOCIAL MEDIA OUTREACH

194 Social Media Updates

36 Questions Answered on Social Media

SOCIAL MEDIA REVIEW

Facebook

21,926 Followers

A Top Post

A plug for the Development Activity Map highlighting In-N-Out and Shake Shack was the most popular post, reaching 35,573 people with 380 reactions, 608 comments and 30 shares

Instagram

7,284 Followers

Top Post

Tunes for Trails returning to PSM Park was the most popular post, reaching 4,180 people with 322 likes, 14 comments, 96 shares and 22 saves

Nextdoor

Top Post

31,963 Total members

The news release announcing the Metzler land donation was the most popular post, reaching 3,920 people with 59 likes and 17 comments

Twitter

9,069 Followers

Top Tweet

A tweet about the #platteriverfire outside Town was the most popular with 10 likes and 3 re-tweets

Key Accomplishments

- Assisted the Town Manager's Office in planning the Annual Employee Breakfast and employee gift

Human Resources

Welcome!

Employee Orientation

Six new full-time employees came on board during June

Congratulations!

Performance Evaluations

HR on **Jul. 1** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in June reviewed **37** 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 **75** recognitions in May and June

Well done!

Training

There were no training classes in June

Key Accomplishments

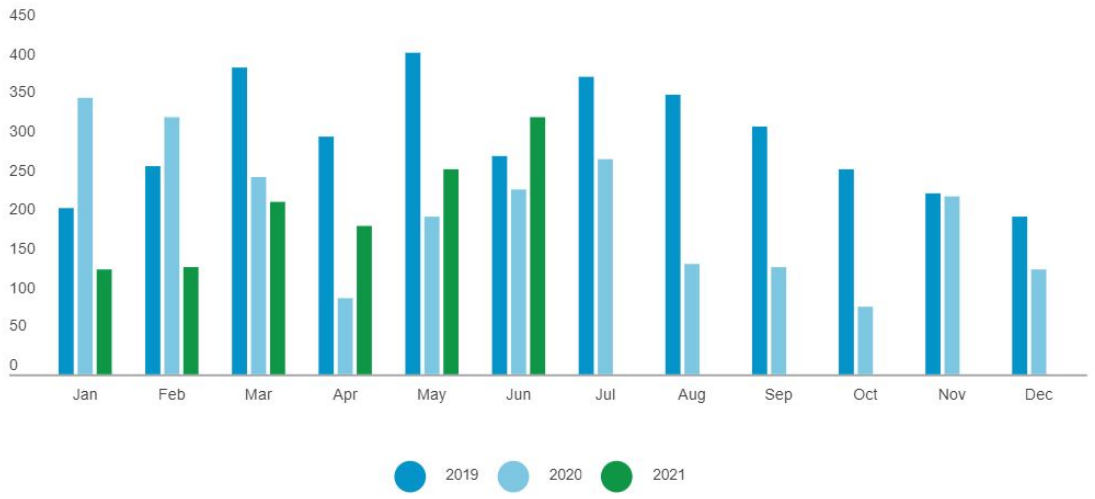
The Court added a license plate search option for online payment of parking tickets. This will make parking tickets easier to find and pay online. This will lessen the volume of phone calls the Municipal Court receives with questions about parking tickets and enhance customer service

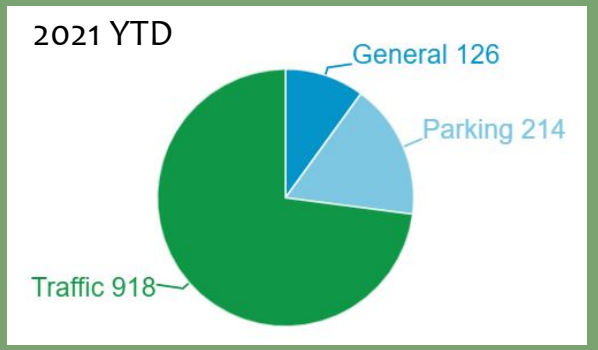
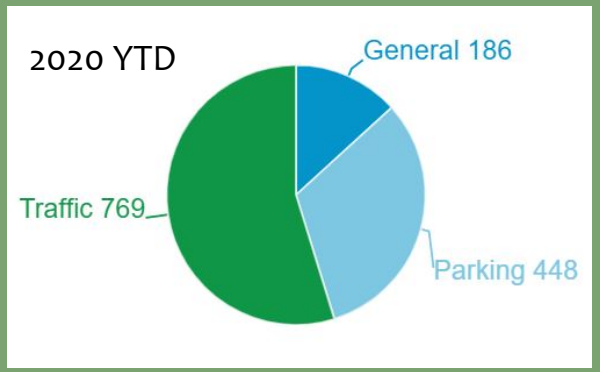
The Court successfully completed and passed a routine CCIC, Colorado Crime Information Center, audit. The Court uses CCIC to pull criminal histories for each criminal defendant to be used in determining plea bargains and sentencing

The Court purged and shredded all cases that were closed in 2016 in accordance with the Municipal Court Records Retention schedule

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	2411
2021	135	138	222	191	264	331							

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