

# Town Manager's Office

Under the direction and guidance of the Town Manager and Assistant Town Managers, 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.



## Division of Innovation & Technology

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



## Human Resources

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



## Facilities

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



## 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



Division of Innovation  
and Technology

## Key Accomplishments

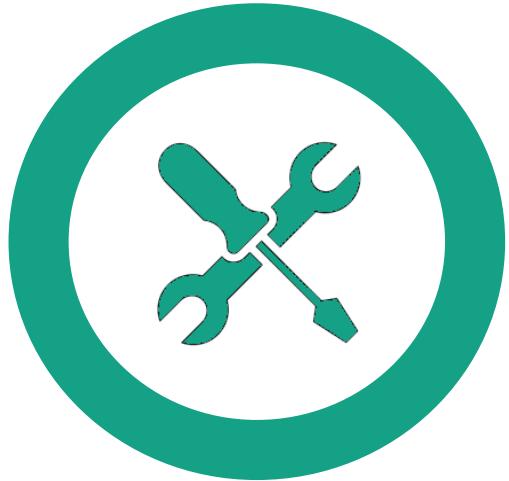
- Installed Townwide firewall
- Installed additional ceiling-mounted microphones in Council Chambers
- Performed one Townwide DoIT class, Security Best Practices
- Survived the DoIT great flood of 2019!





<h2>Help Desk</h2>	<p>Addressed <b>558</b> total tickets, with an average time to resolve of <b>63</b> hours</p> <p>There were no emergency priority tickets this month</p> <p>There were <b>71</b> urgent priority tickets this month, <b>99%</b> of which were resolved within two calendar days (85% is goal)</p> <p>There were <b>266</b> medium priority tickets this month, <b>97%</b> of which were resolved within 10 calendar days (90% is goal)</p>
<h2>Geographic Information Systems (GIS)</h2>	<p>Addressed <b>51</b> total tickets, with an average open-to-resolve time of <b>113</b> hours</p> <p>There were no annexations in January</p> <p>There were no zoning changes in January</p> <p>There were no parcel updates in January</p> <p>There were <b>20</b> In Your Backyard requests completed this month</p>

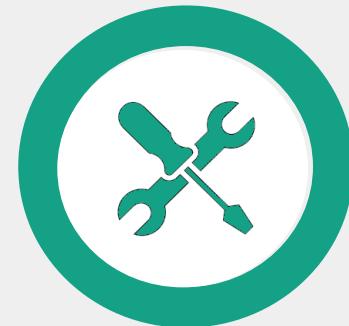




Facilities

## Key Accomplishments

- Completed annual elevator and domestic water backflow inspections Townwide
- Oversaw the relocation of the records shelving system at the Police Department
- Continue supporting the Central Service Center, Public Safety Training Facility and Service Center addition projects
- Competed snow removal and de-icing at Town Hall and the Police Department on Jan. 2, 3, 12, 24, 26, 28 and 29



<b>Service Requests</b>	Staff received <b>119</b> service requests in January and completed all of them within one working day unless parts or contracted labor were needed.  Staff responded to <b>eight</b> after-hours emergency during January, all within 30 minutes
<b>Preventative Maintenance</b>	Staff completed <b>127</b> preventative maintenance tasks during January, including: <ul style="list-style-type: none"><li>• Checking buildings</li><li>• Lubricating fitness equipment</li><li>• Replacing light bulbs</li><li>• Stocking supplies</li><li>• Testing backflows</li></ul>
<b>Room/Event Setups</b>	Staff completed <b>four</b> room/event setup requests during January, all within the timeframe requested
<b>Custodial</b>	Staff provided custodial services as scheduled during January  <b>Six</b> custodial service requests were completed this month  Staff performed <b>31</b> custodial inspections to ensure proper service delivery





Human Resources

## Key Accomplishments

- Provided **one** rollout training session for the new Performance Review form



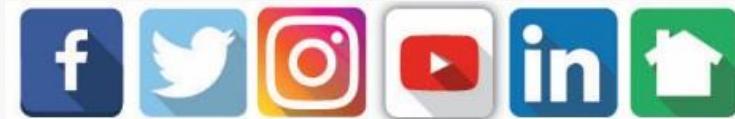
<b>Employee Orientation</b>	<p><b>Thirteen</b> new full-time employees came on board during January. <b>Seven</b> of them attended new employee orientation in December, and <b>six</b> will attend on Feb. 6</p>
<b>Performance Evaluations</b>	<p>HR on <b>Jan. 3</b> provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in January reviewed <b>44</b> performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met</p>
<b>Employee Recognition</b>	<p>HR facilitated <b>12</b> employee recognition opportunities during January</p>
<b>Training</b>	<p>HR hosted one training class in January, HR Survival Kit, with <b>10</b> attendees</p>





## Community Relations

### Key Accomplishments



- Welcomed a new Community Relations Assistant
- Finalized new branding logos for the Public Works Department and for reuse water
- Launched a fresh approach on Instagram, using stories and highlights for each department; 86 new followers joined in January





Communication Plans and Publications	<ul style="list-style-type: none"><li>Year to date, Community Relations has worked on <b>seven</b> communications plans</li><li>During January, the team completed <b>four</b> publications: Your Town Talk, a Meet Town Council mailer, the Year-end Report to the Community and a postcard regarding an informational open house about speeds on Crystal Valley Parkway</li><li>Also during January, <b>29</b> slides were published on the Town Hall LED sign</li></ul>
Media Relations	Staff during January responded to <b>five</b> media requests, none of which were after hours
Social Media and Video	<p>Staff during January replied to more than <b>41</b> social media requests and issued <b>116</b> social media updates:</p> <ul style="list-style-type: none"><li>A post giving an update on the Jan. 22 snowstorm reached <b>6,448</b> people and saw <b>39</b> reactions, comments and shares</li><li>The 2018 <u>Year in Review</u> video was viewed <b>4,901</b> times and reached <b>23,092</b> people</li><li>The <u>Fact or Fiction</u> video was viewed <b>5,880</b> times and reached <b>9,608</b> people</li></ul> <p><b>Eight</b> videos were completed in January, including <b>three</b> videos about Parks and Rec offerings</p>
Informing the Community	Staff during January provided information about: <ul style="list-style-type: none"><li><u>2018 Accomplishments</u></li><li><u>Daddy Daughter Ball</u></li><li><u>Ice Safety</u></li><li>Snow, including a <u>video</u></li><li>Town Council updates for <u>Jan. 8</u> and <u>Jan. 22</u></li></ul>





Municipal Court

## Key Accomplishments

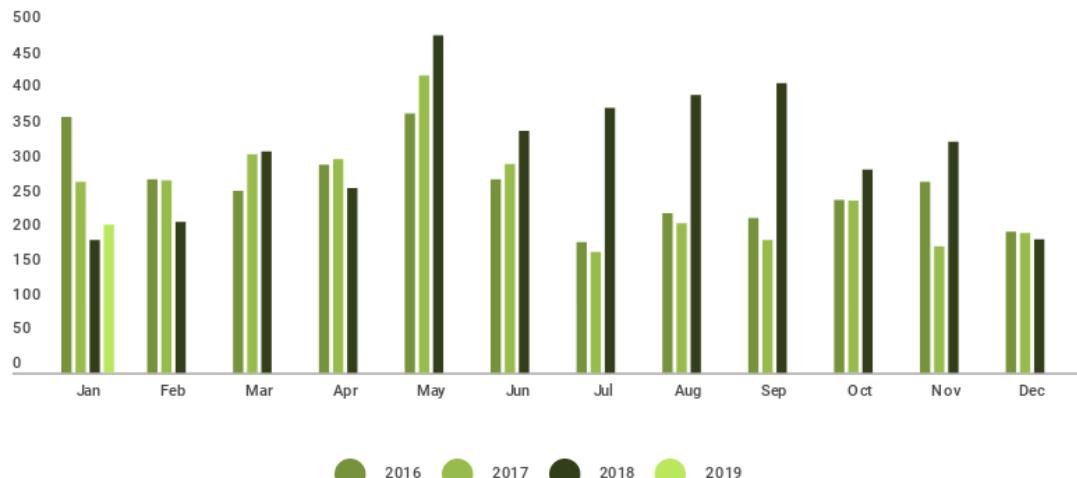
- Automated the process to address overdue parking citations
- Automated the process for transferring transcripts between the Court and the DMV
- Teen Court held foreperson training for volunteers



Town Manager's Office January 2019



## Total cases filed in Castle Rock Municipal Court: 2016-2019



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	370	280	263	301	375	280	189	231	224	250	276	204	3,243
2017	276	278	316	309	430	302	175	216	192	249	183	202	3,128
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214												

Total cases filed in Castle Rock Municipal Court by type:

