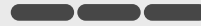


Town Manager's Office



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

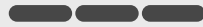
Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock



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



Prepared Town facilities for re-opening including Town Hall for public access and the MAC for summer camp activities

Coordinating logistics for the replacement of a Pool Dehumidification Unit at the Rec Center planned for later in the summer

Completed office buildout in Development Services area

Preparation for garage door replacement at Fleet Services

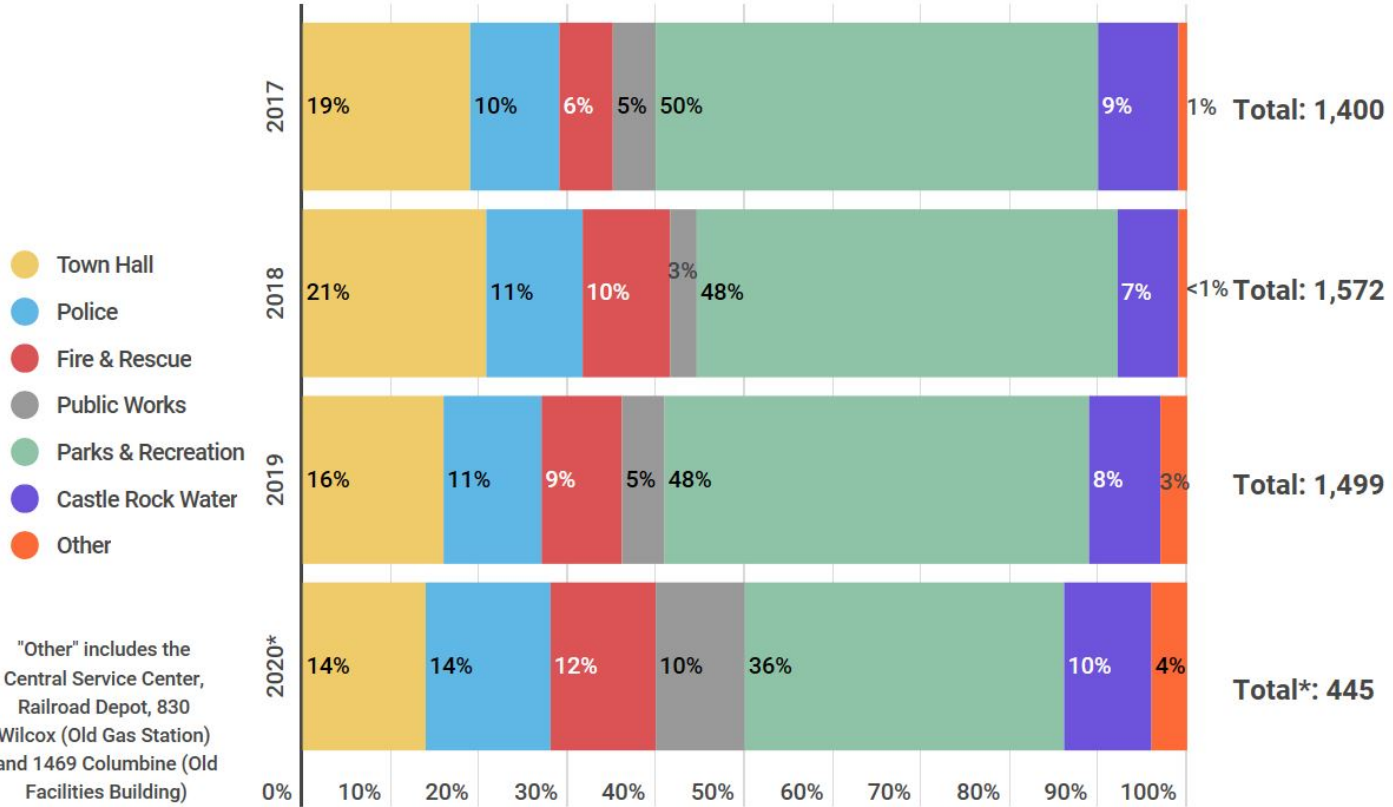
Assisted with construction of the Public Safety Training Facility, including completion of final punch list

Continued to perform preventative maintenance activities throughout Town facilities



Facilities Department

General Maintenance Work Order % by Department



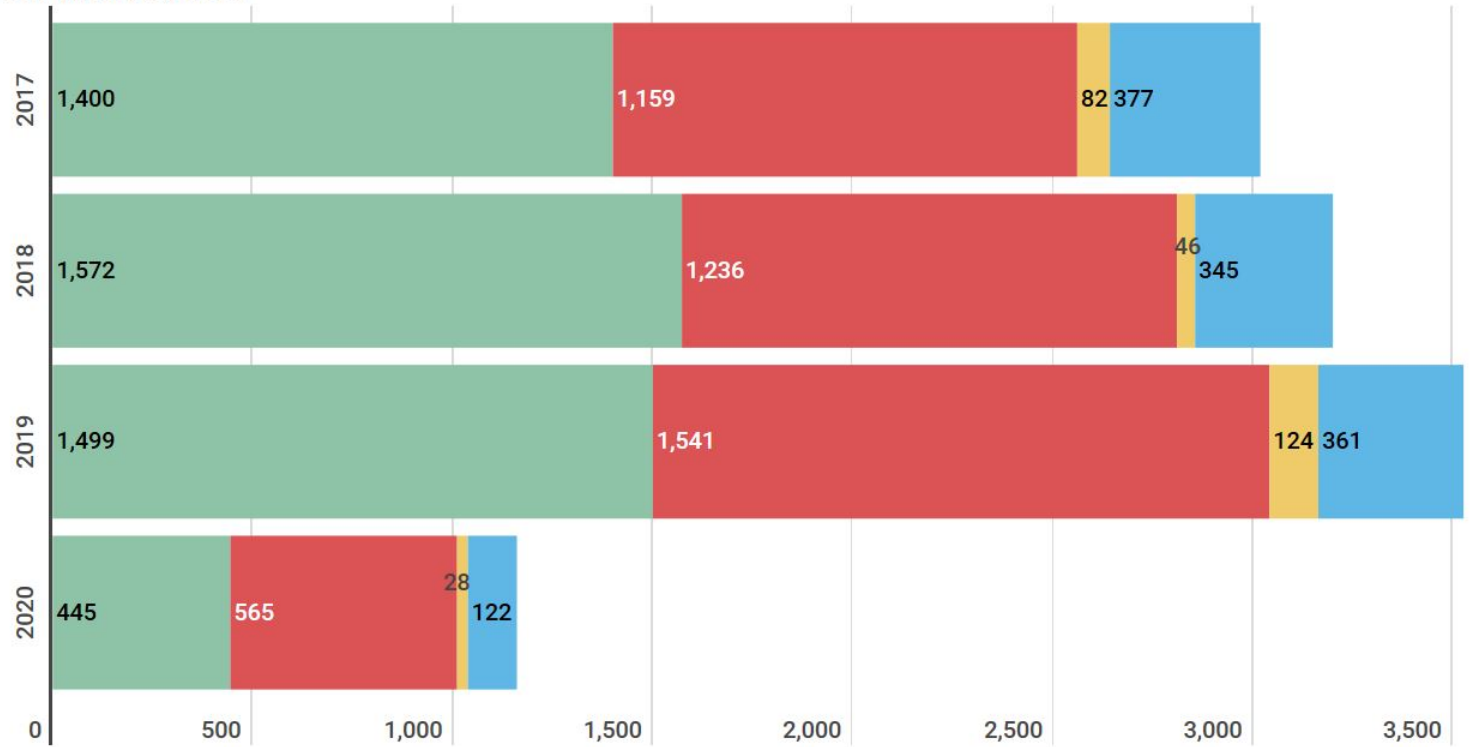
"Other" includes the Central Service Center, Railroad Depot, 830 Wilcox (Old Gas Station) and 1469 Columbine (Old Facilities Building)

*2020 Work Orders reported through May



Facilities Department

All Work Orders



*2020 Work Orders reported through May

● 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

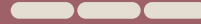
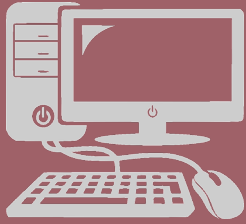


Transitioned to a new monitoring service for all Town panic buttons

Supported a virtual court solution for Municipal Court

Created a new internal Interactive Mapping Site with links to Development Agreements and NearMap Imagery

Created an online COVID Health Monitoring portal for employees



Help Desk

Addressed **372** total tickets, with an average time to resolve of **69** hours

There were **no** emergency tickets this month

There were **44** urgent priority tickets this month, **98%** of which were resolved within two calendar days (85% is goal)

There were **209** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **72** total tickets, with an average open-to-resolve time of **118** hours

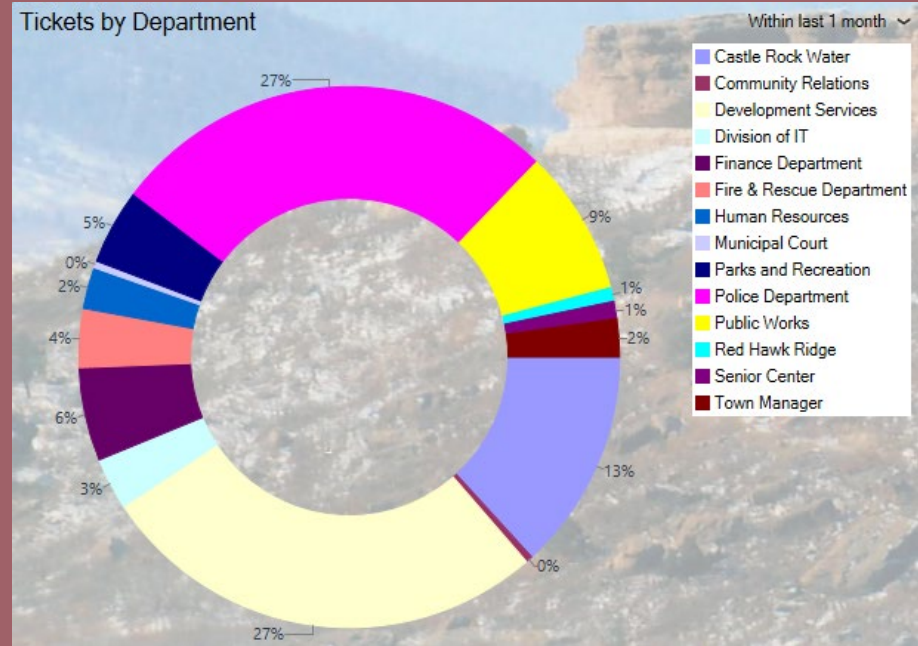
There were no annexations in May

There were no zoning changes in May

There were **three** parcel updates in May, which were reflected within the GIS database map within four weeks of receipt, for a **100%** completion rate (90% is goal)

There were **53** In Your Backyard requests completed this month

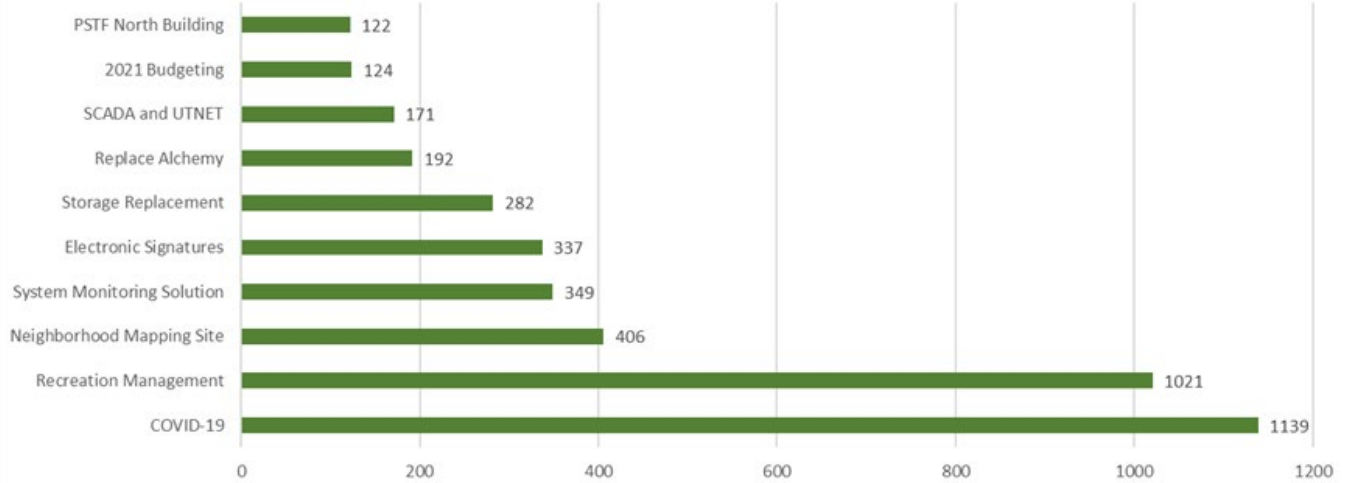
Division of Innovation and Technology



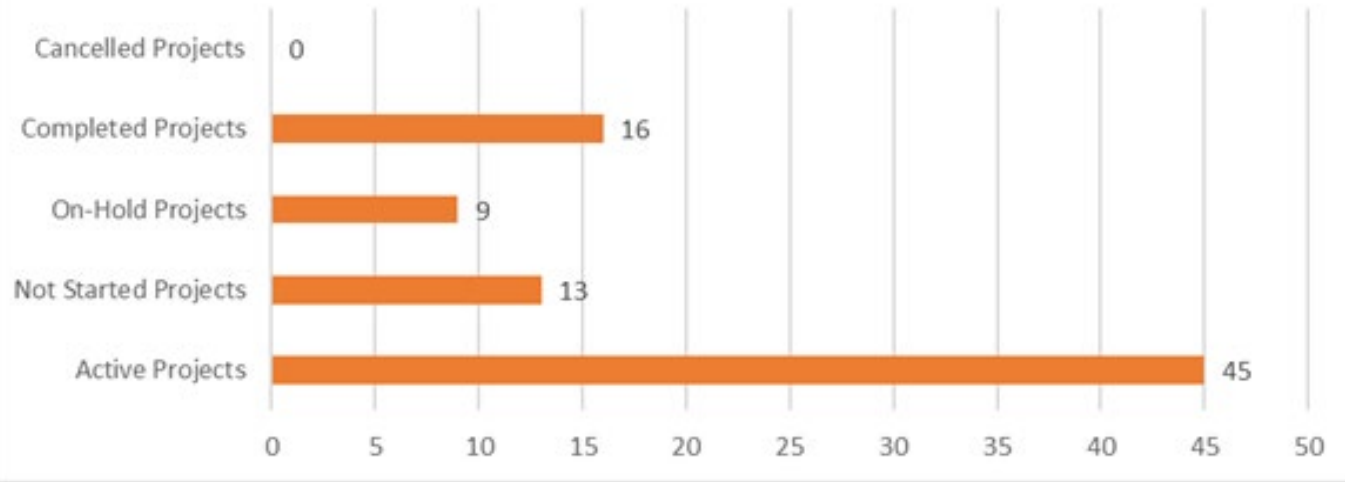
Division of Innovation and Technology



Top 10 Active Projects by Hours



DoIT Project Summary





Key Accomplishments



In May, Community Relations supported the District 2 and Mayor's virtual open houses.

Community Relations also completed the Supporting Our CommUNITY video with Brandon Stokley, began a new campaign to increase email subscribers, and continued to share local business support messages and COVID-related updates.

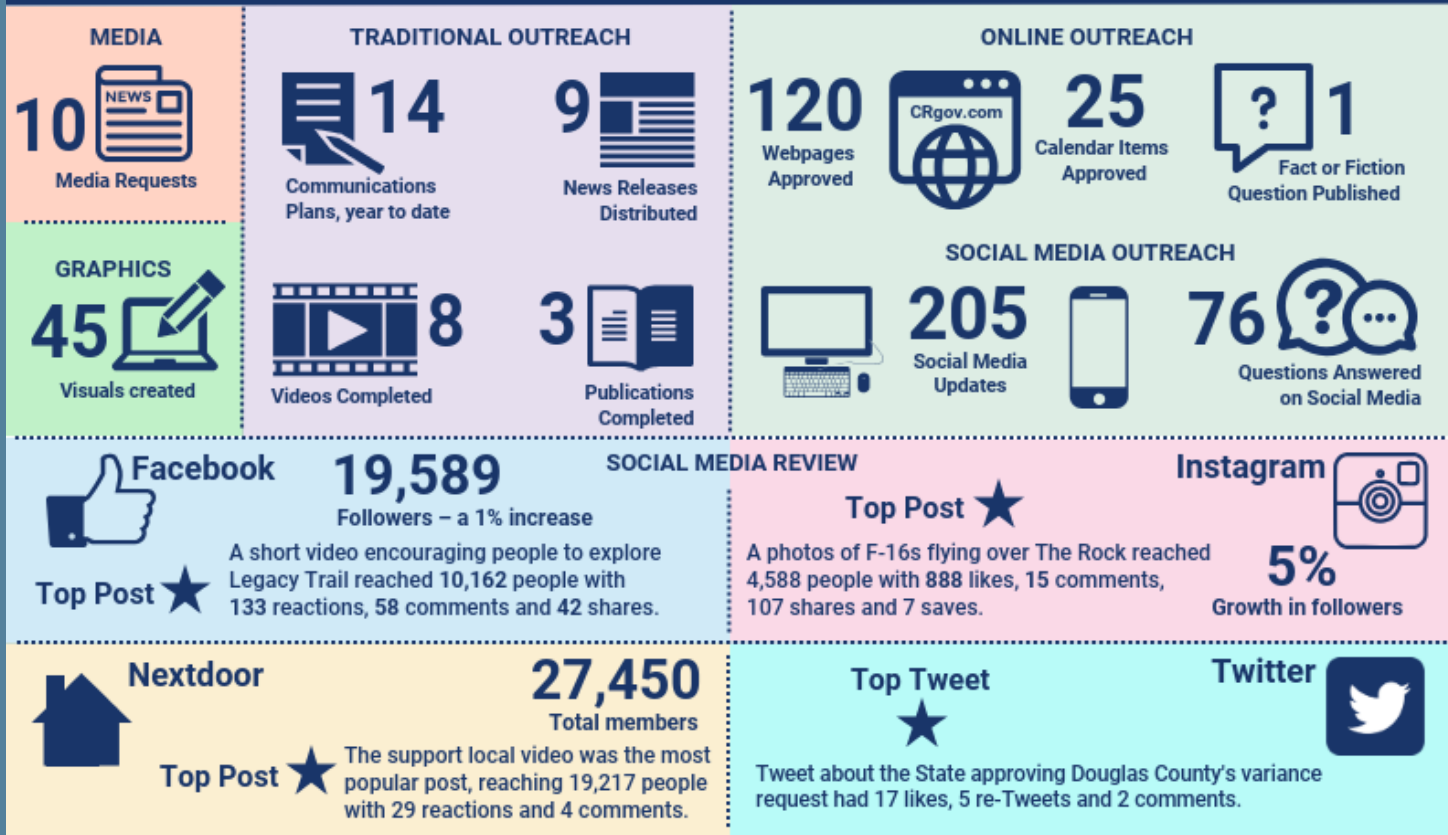
Staff during May provided information about:

- [Return to wellness; Rec Center welcomes guests June 1](#)
- [Become a Road Ranger to help keep Castle Rock streets clean](#)
- [State approves variance requests for Douglas County, including Town](#)
- [Reconstruction of Butterfield Crossing Drive voted Best in Colorado](#)
- [Dry, windy weather causes Town to implement fire restrictions](#)
- Hear town updates at home with Mayor's virtual open house
- Councilmember Townsend host District 2 open house
- May 5 and 19 Council updates

*hyperlinked items were available as of June 4, 2020



Community Relations ■ May 2020 Report





Key Accomplishments



Assisted in the recruitment process for the Development Services Director position

Continued to be a resource for employees and supervisors related to COVID-19 questions/concerns

Human Resources



Welcome!

Employee Orientation

No new full-time employees came on board during May.
Five March new employees will attend new hire orientation on July 1

Congratulations!

Performance Evaluations

HR on **May 31** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in May reviewed **50** 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 no recognitions in May

Well done!

Training

There were no training classes in May



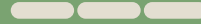
Key Accomplishments



Court staff worked to remotely close out 125 cases during May

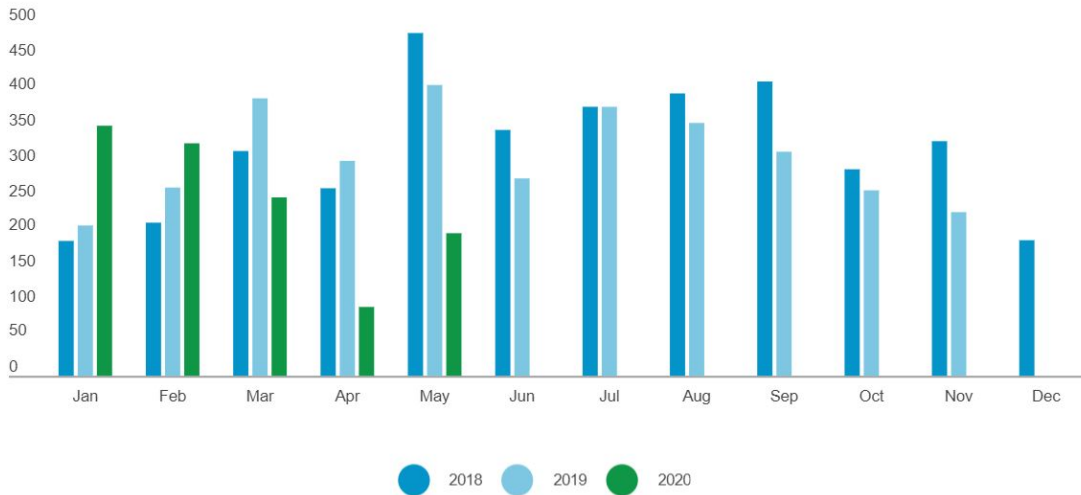
Staff has worked out several social distancing Court options, including telephone arraignments for traffic cases; drive-up Court sessions in which respondents stay in their vehicles; and remote sessions using teleconferencing software. Staff will be using these options to hear cases in June and beyond as COVID-19 restrictions may continue to require

Municipal Court



Total cases filed in Castle Rock Municipal Court: 2018-2020

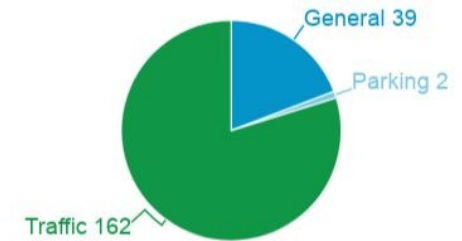
Total cases filed in Castle Rock Municipal Court: 2018-2020



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214	268	395	306	414	281	383	360	319	264	233	203	3,639
2020	356	331	254	98	203								

Total cases filed in Castle Rock Municipal Court by type:

May 2020



May 2019

