

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



Supported construction of Water Admin building including move of existing modular building

Coordinated bids for numerous Town Hall projects to be completed in the future

Completed fire backflow repairs at Town facilities

Supported projects including Town Hall plant wall service, Public Works salt/sand shed repair, Police Department soundproofing and more

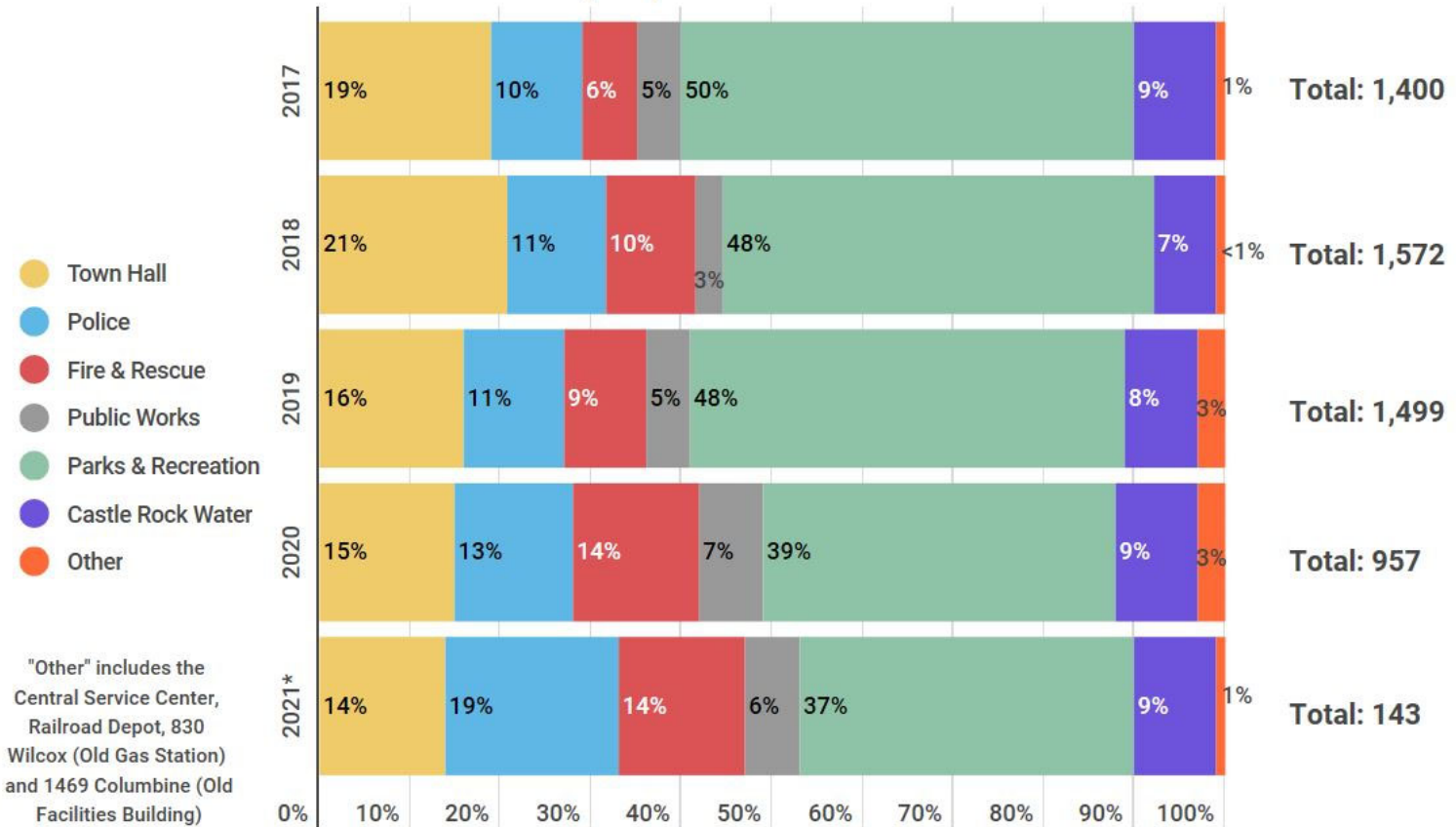
Snow removal for two weather events in February

Continued facility sanitizing and disinfecting related to COVID-19 needs



Facilities Division

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)

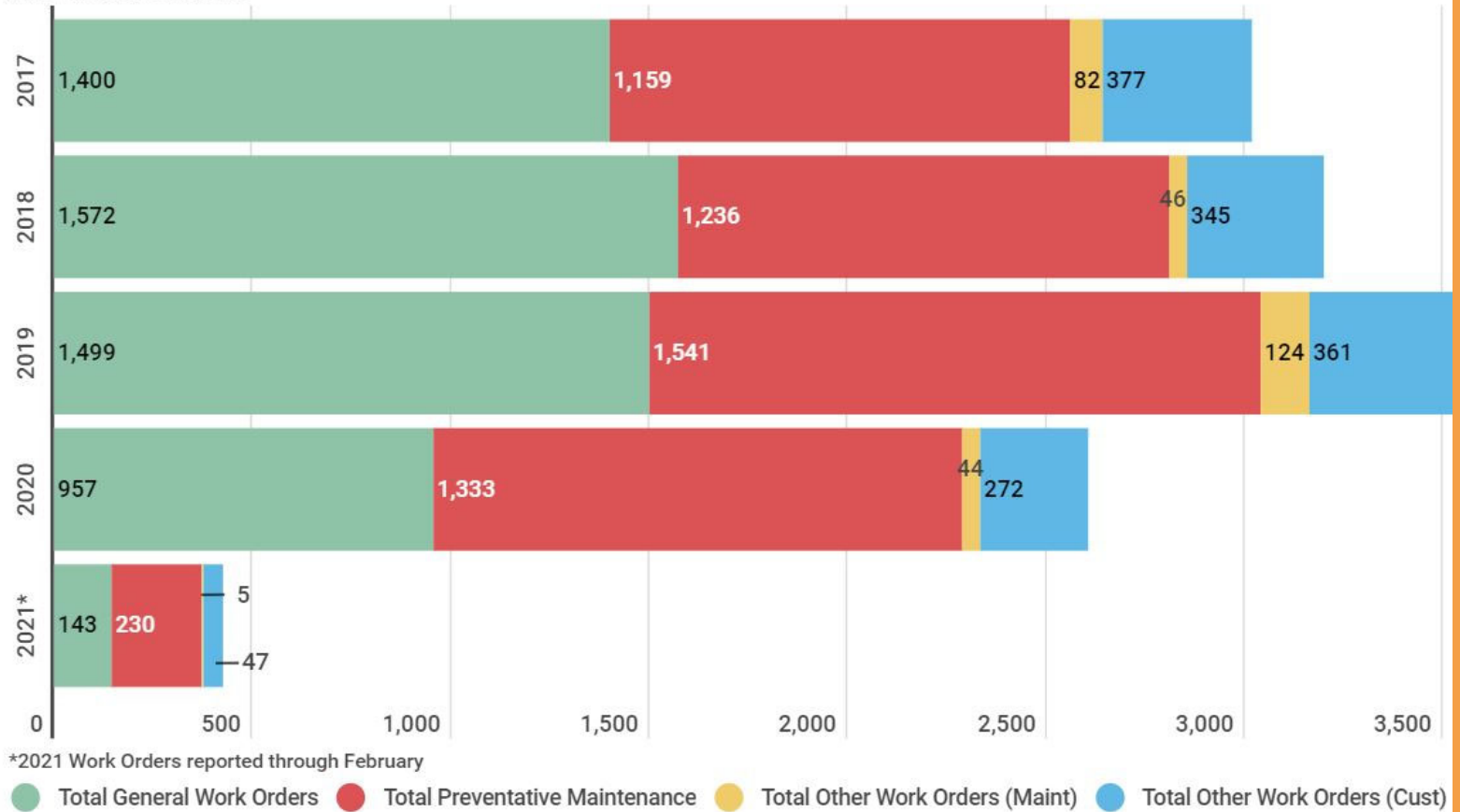
*2021 Work Orders reported through February

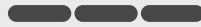
Facilities



Facilities Division

All Work Orders





Key Accomplishments



Conducted **two** Town-wide training classes

Replaced network switches at Fire Stations 154 & 155, Plum Creek Water Purification Facility and Recreation Center

Upgraded the Town-wide Microsoft Exchange Email Server

Division of Innovation and Technology



Help Desk

Addressed **337** total tickets, with an average time to resolve of **59** hours

There were **no** emergency tickets this month

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

There were **246** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

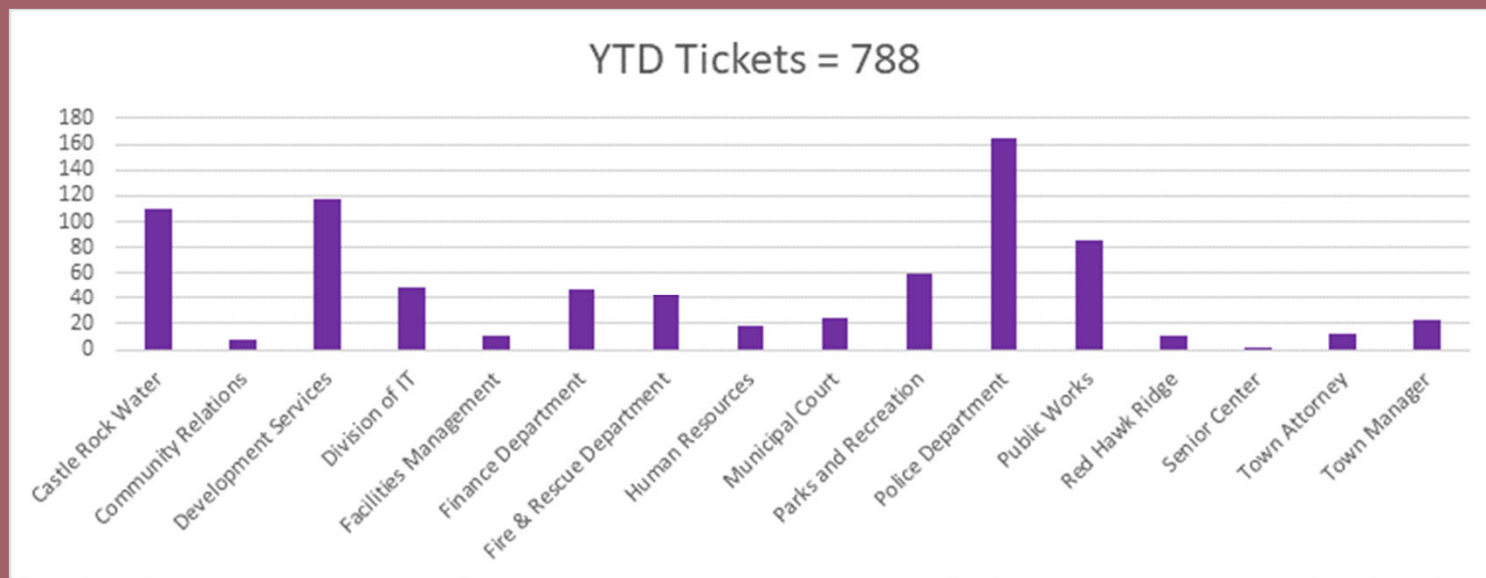
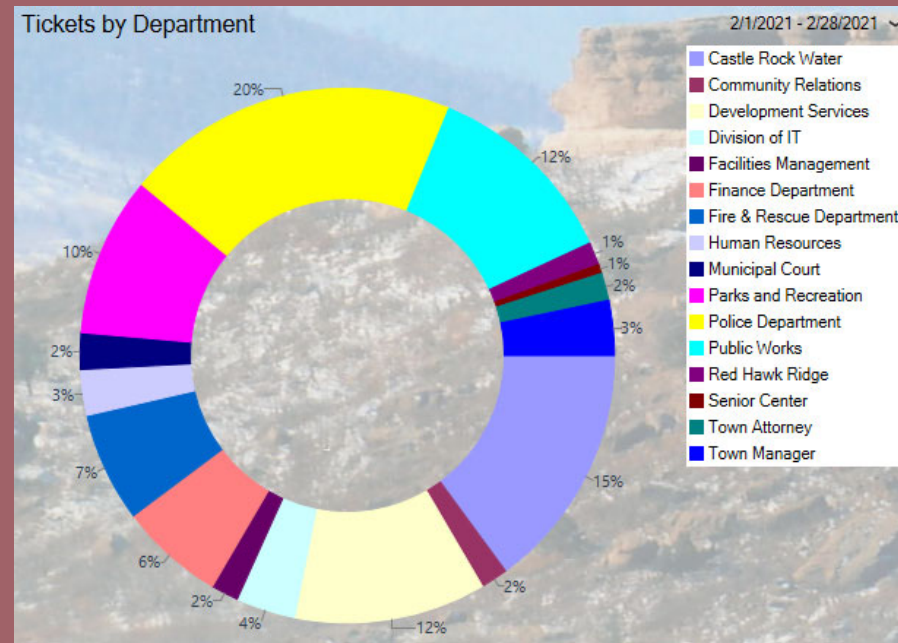
Addressed **23** total tickets, with an average open-to-resolve time of **95** hours

There were no annexations in February

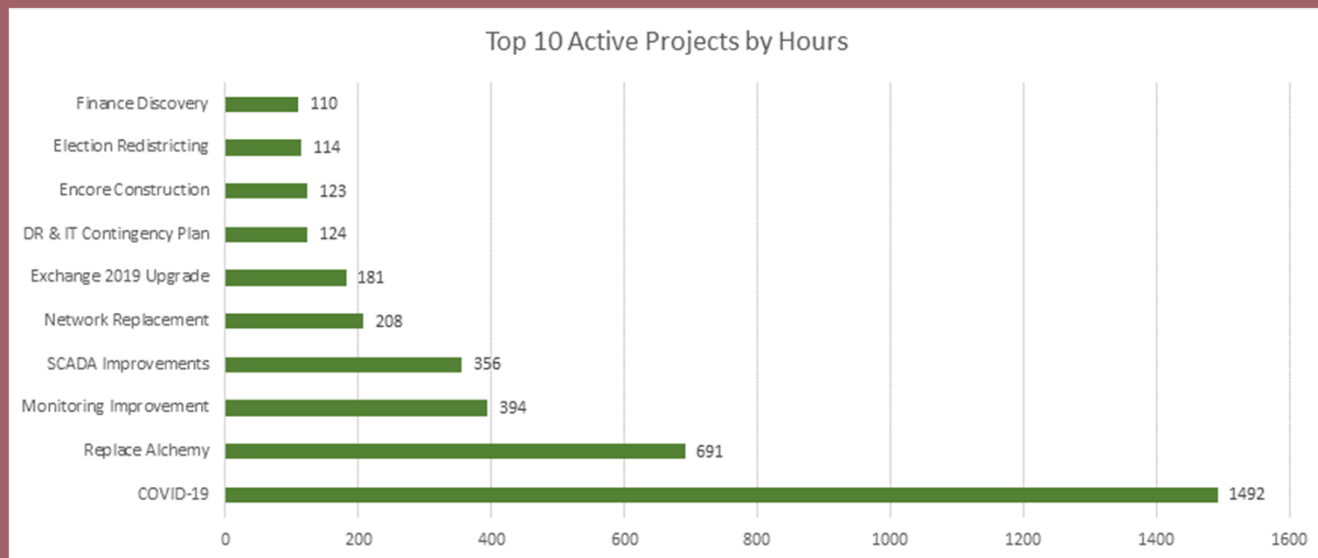
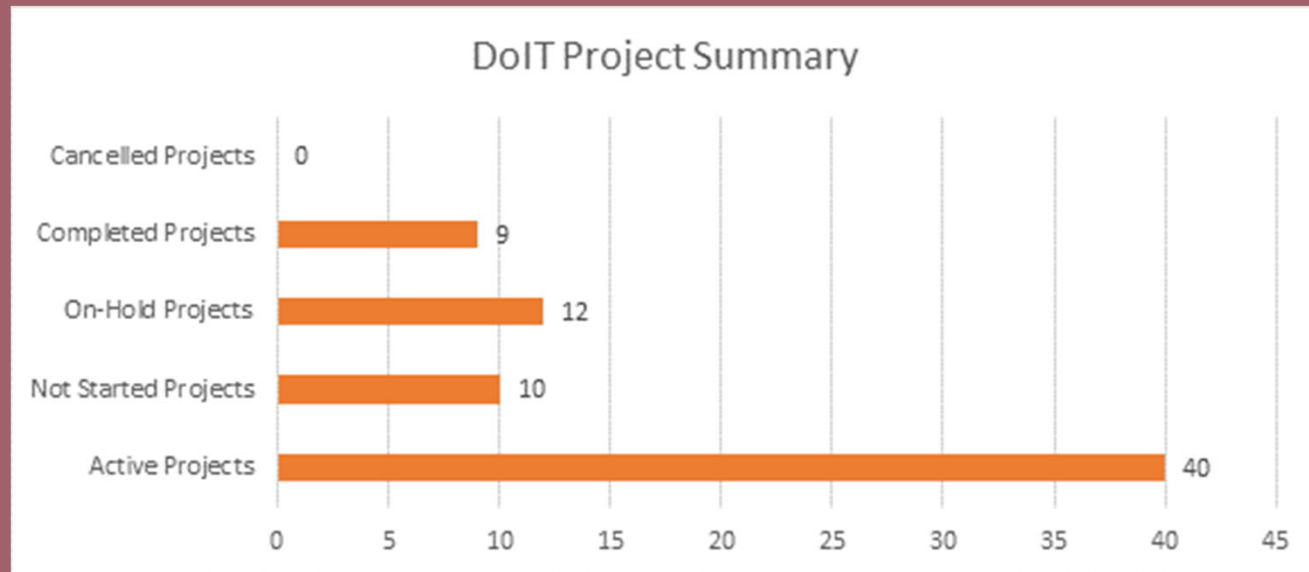
There were no zoning changes in February

There were **three** parcel updates in February (100%), which were 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 February, Community Relations completed **three** publications: Rising Moon Way Traffic Calming postcard, Downtown Historic Preservation Grant letter and Your Town Talk newsletter

Key Accomplishments



Staff during February provided information about:

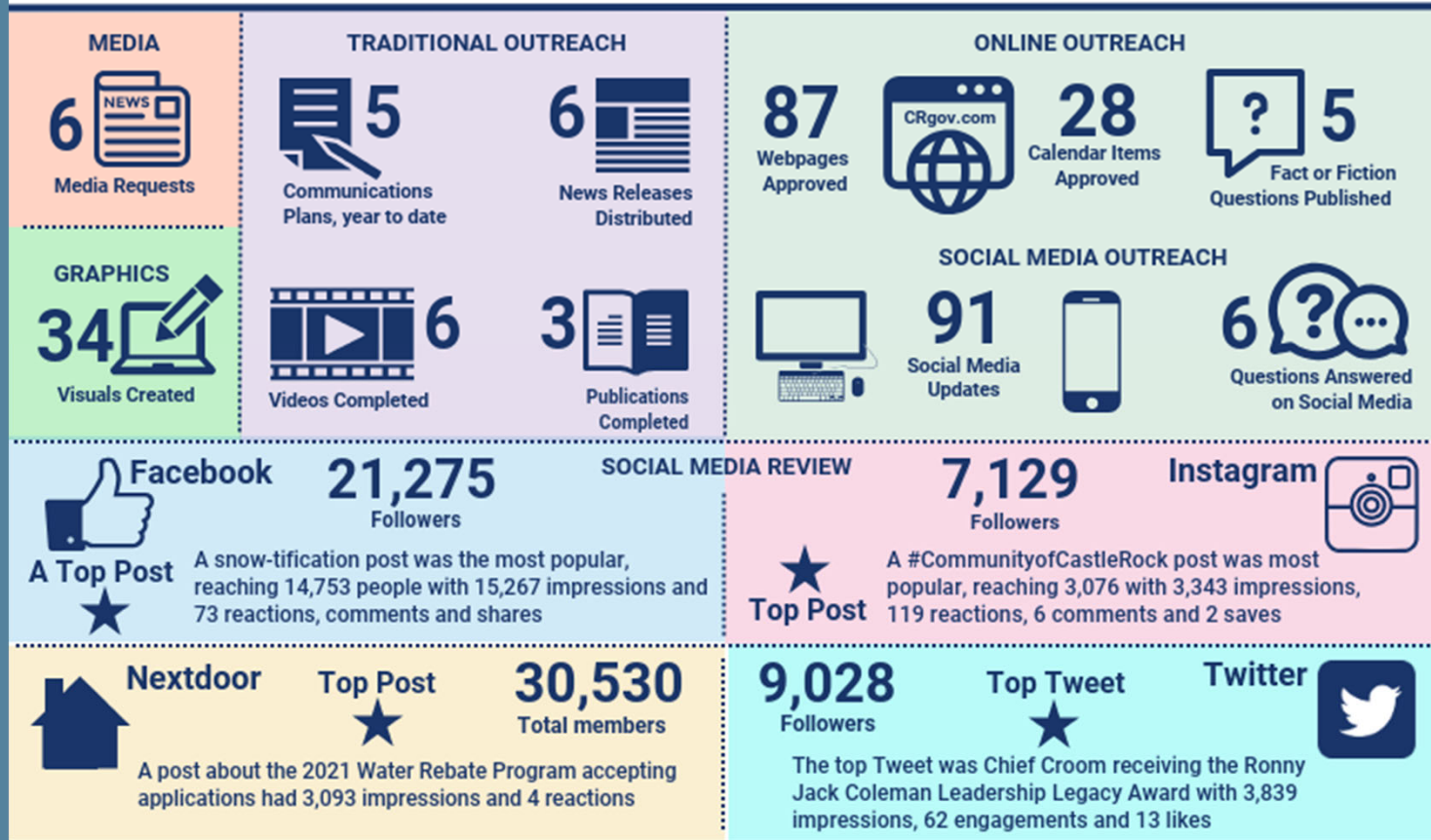
- [Fire Chief Norris Croom receives Ronny Jack Coleman Leadership Legacy Award](#)
- [Purified reuse water flows to Castle Rock Water customers](#)
- [2021 water rebate program accepting applications; watering schedules begin May 1](#)
- [Help Castle Rock's bluebird population soar; volunteers are needed for the 2021 season](#)
- Feb. 2 and Feb. 16 Council Updates

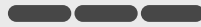
Hyperlinked items were available as of Mar. 8

Community Relations



Community Relations ■ February 2021 Report



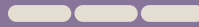


Key Accomplishments



HR sat on one interview panel,
Sales Tax PIF Specialist for Finance

Human Resources



Welcome!

Employee Orientation

Two new full-time employees came on board during February

Congratulations!

Performance Evaluations

HR on **Mar. 3** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in February reviewed **68** 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!

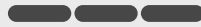
Employee Recognition

There were **20** recognitions in February

Well done!

Training

There were no training classes in February



Key Accomplishments



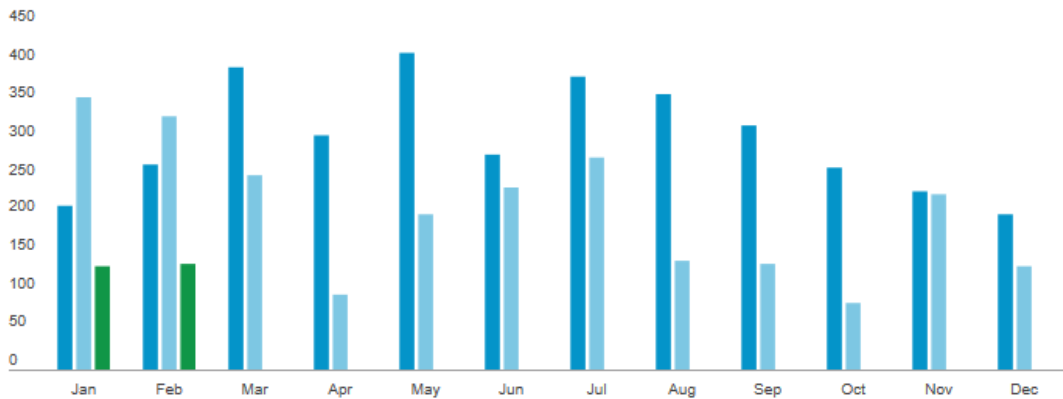
The Court finalized forms and processes and transitioned to electronic files in all traffic cases

Court Staff worked with Full Court Software to create a date stamp on documents that are filed and uploaded electronically

Municipal Court



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

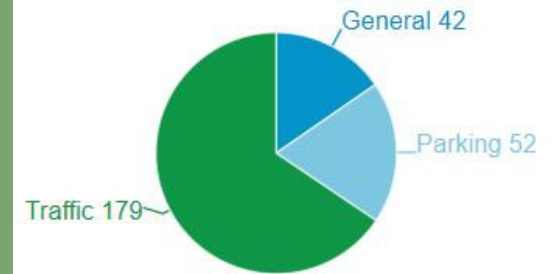


● 2019 ● 2020 ● 2021

	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											

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

2021 YTD



2020 YTD

