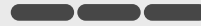


Town Manager's Office



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

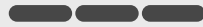
Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock



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



Installed new bottle filling stations at the MAC

Completed installation of sign improvements at Fire Station #154

Moved flag pole from old facilities shop to the Central Service Center

Continued support on numerous projects including:

- Public Safety Training Facility
- Encore project work taking place on the west side of Town Hall
- 830 Wilcox site remediation

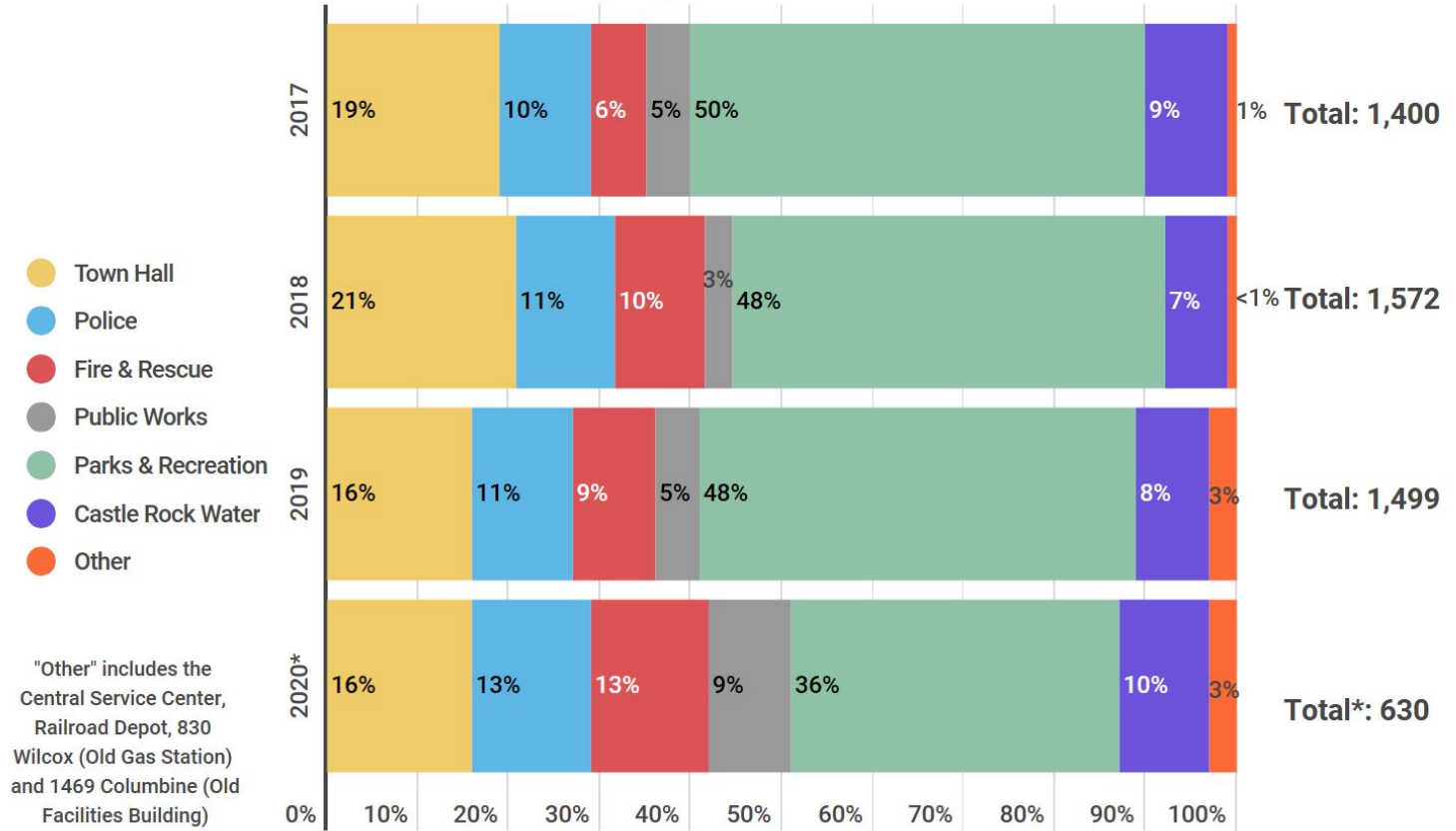
Continued to perform preventative maintenance activities throughout Town facilities including boiler inspections

Continued facility sanitizing and disinfecting related to COVID-19 needs



Facilities Department

General Maintenance Work Order % by Department



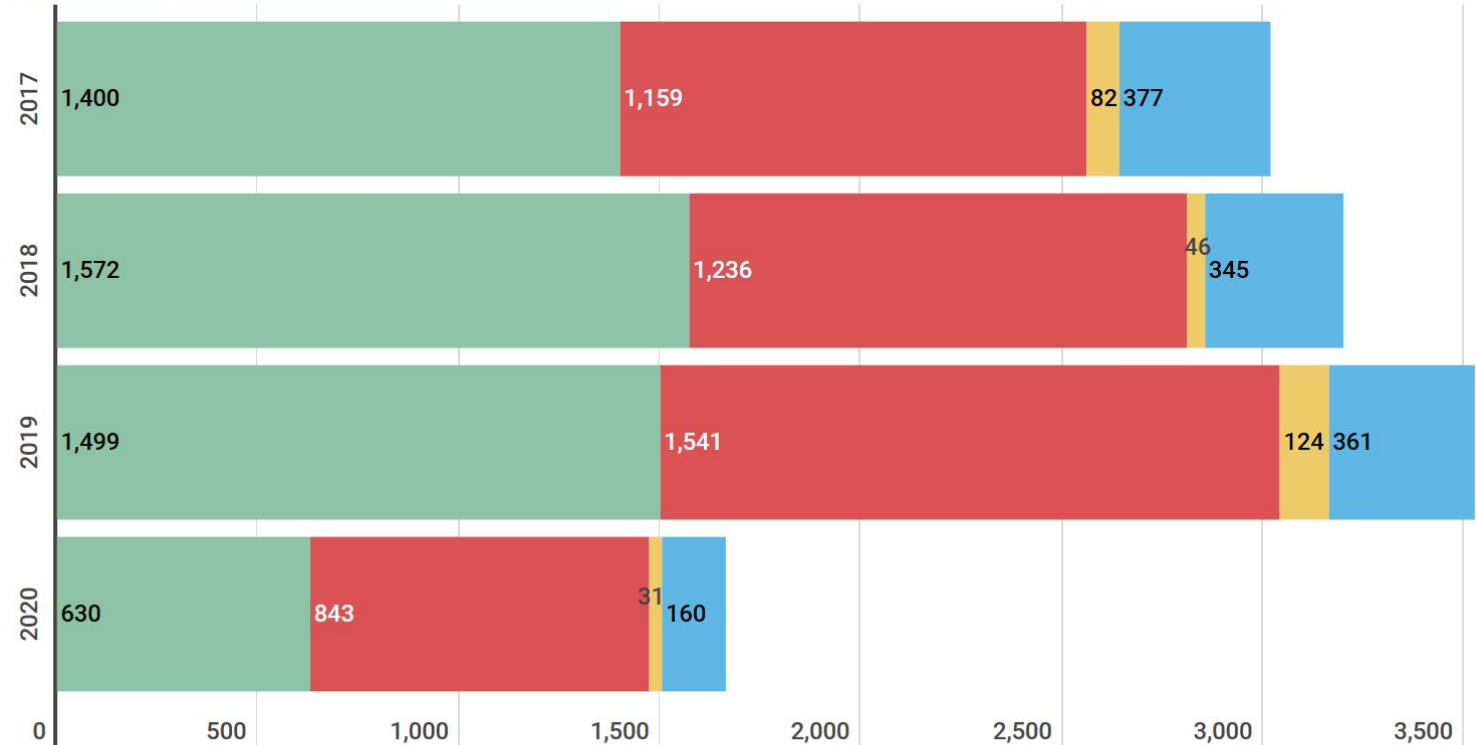
"Other" includes the Central Service Center, Railroad Depot, 830 Wilcox (Old Gas Station) and 1469 Columbine (Old Facilities Building)

*2020 Work Orders reported through July



Facilities Department

All Work Orders



*2020 Work Orders reported through July

● 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



Webcams installed in certain conference rooms to help facilitate meetings during COVID

WebEx closed captioning solution go-live for council meetings

Hired Cody Bird, new Systems Administrator

Completed Firewall updates, Full Court and Traffic Engineering upgrades, and Microsoft Office security updates



Help Desk

Addressed **354** total tickets, with an average time to resolve of **58** hours

There were **no** emergency tickets this month

There were **30** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **191** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **40** total tickets, with an average open-to-resolve time of **88** hours

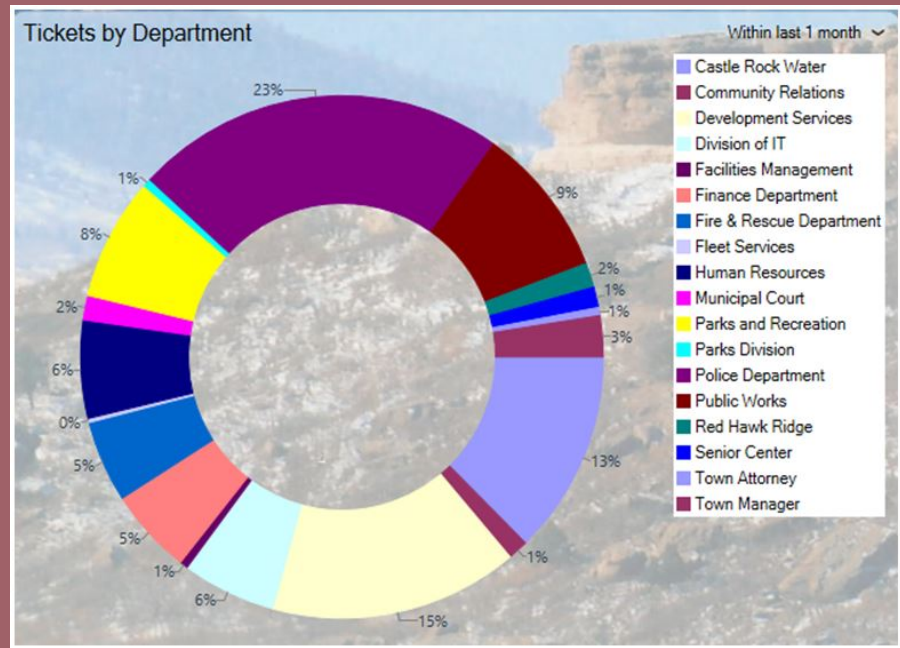
There was **one** annexation in July which was reflected within the GIS database map within one week of receipt, for a **100%** completion rate (90% is goal)

There were no zoning changes in July

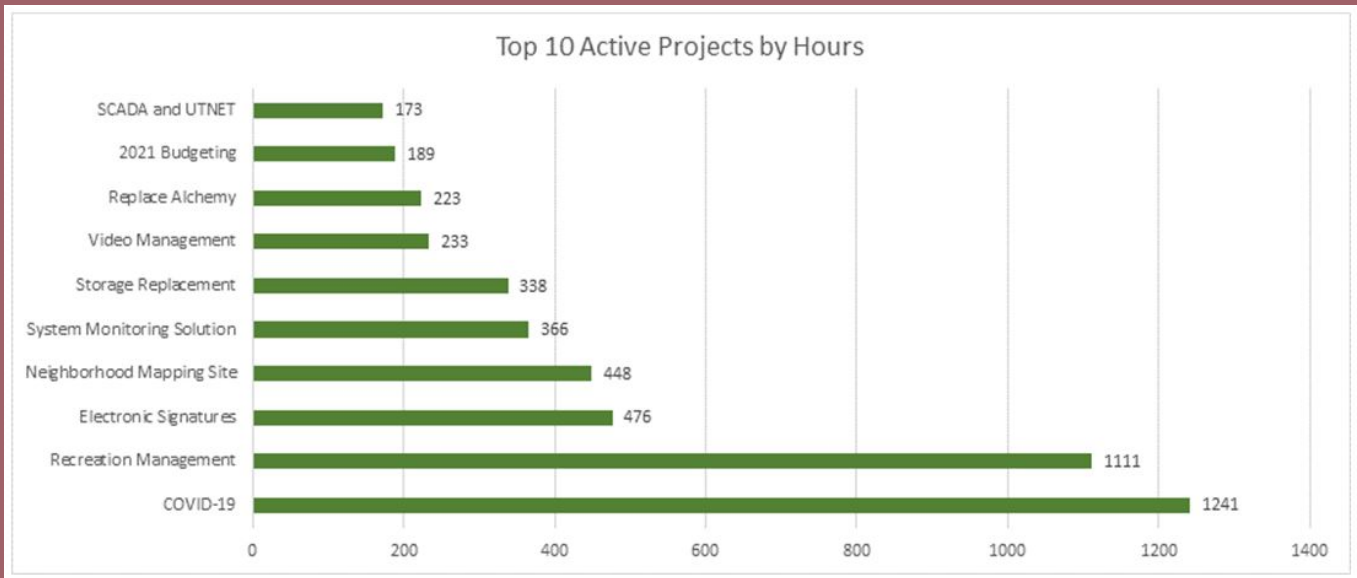
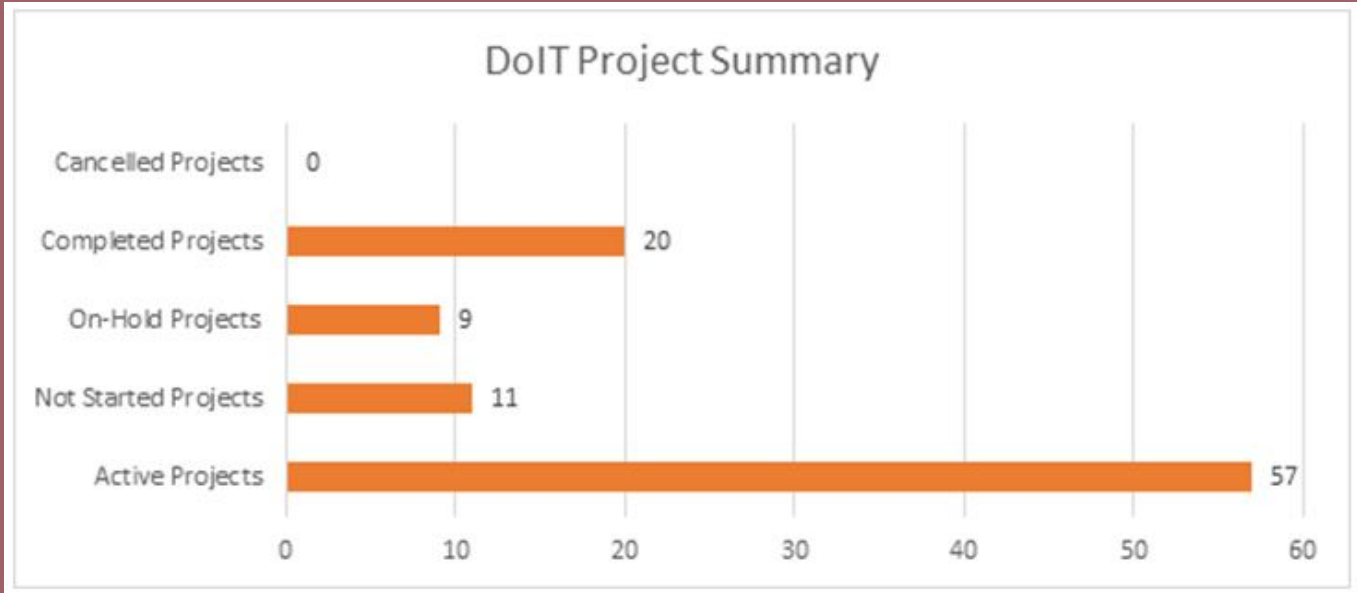
There was **one** parcel update in July, which was reflected within the GIS database map within four weeks of receipt, for a **100%** completion rate (90% is goal)

There were **18** In Your Backyard requests completed this month

Division of Innovation and Technology



Division of Innovation and Technology



Key Accomplishments



In July, Community Relations supported the Finance Department’s virtual 2021 Budget open house. The team also worked with Vladimir Jones on the Castle Rock back-to-school marketing campaign that launches the second week of August.

A record number of users – **117,891** – visited CRgov.com in July. Two social media channels reached milestones in the month with Facebook followers increasing **4%** to surpass **20,000** followers and Twitter surpassing **9,000** followers.

Community Relations completed **three** publications in July: Diamond Ridge Traffic Calming project update postcard, Diamond Ridge Traffic Calming survey postcard and Your Town Talk newsletter.

Key Accomplishments

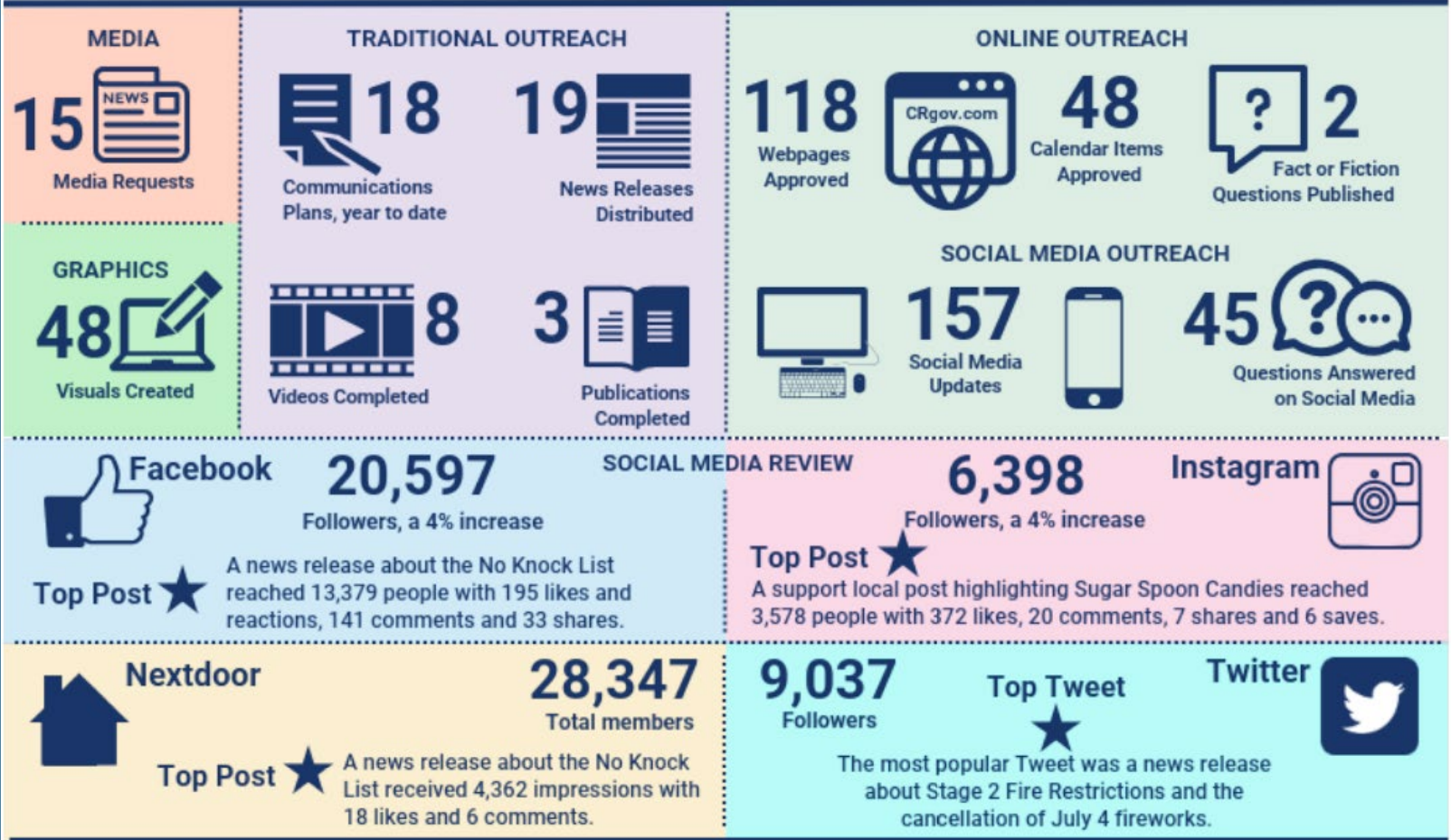
Staff during July provided information about:

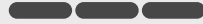
- [‘The best is yet to come’ at Denver Pops Summer Concert Series event Aug. 21](#)
- [Block the Knock – sign up for the No Knock List to opt out of door-to-door solicitation](#)
- [Town moves from Stage 2 to Stage 1 Fire Restrictions](#)
- [Country flair comes to Castle Rock at First Fridays featuring Slamabama Aug. 7](#)
- [Nonmedical disposable masks available at Town Hall for Town businesses, residents](#)
- [Young athletes encouraged to “try” at annual youth triathlon Sept. 13](#)
- [Thinking of running for Town Council? Here’s what you need to know.](#)
- [Cornerstone Tribute award honors community contributions](#)
- Wildlife wonders take center stage at Raptors Over the Rock July 21
- Full moon equals family fun at annual cycling event
- [Conquer the call to conserve; enter to win a ColoradoScape yard makeover](#)
- Free concert series at PSM Park kicks off July 16 with That Eighties Band; registration opens July 13
- Take part in Town’s 2021 Budget process at online open house
- Michael J. Hyman begins work as Town Attorney
- Ongoing fire dangers prompt Town to implement Stage 2 Fire Restrictions; Town fireworks display canceled
- [Outdoor pool plan updated with increased reservation times and capacity](#)
- Grant funding available for local nonprofits; applications due Aug. 1
- June 7 and 21 Council updates





Community Relations ■ July 2020 Report





Key Accomplishments



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

Human Resources



Welcome!

Employee Orientation

Seven new full-time employees came on board during July

Congratulations!

Performance Evaluations

HR on **July 30** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in July 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!

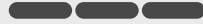
Employee Recognition

There were no recognitions in July due to COVID-19 budget reductions

Well done!

Training

There were no training classes in July due to COVID-19 budget reductions

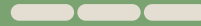


Key Accomplishments



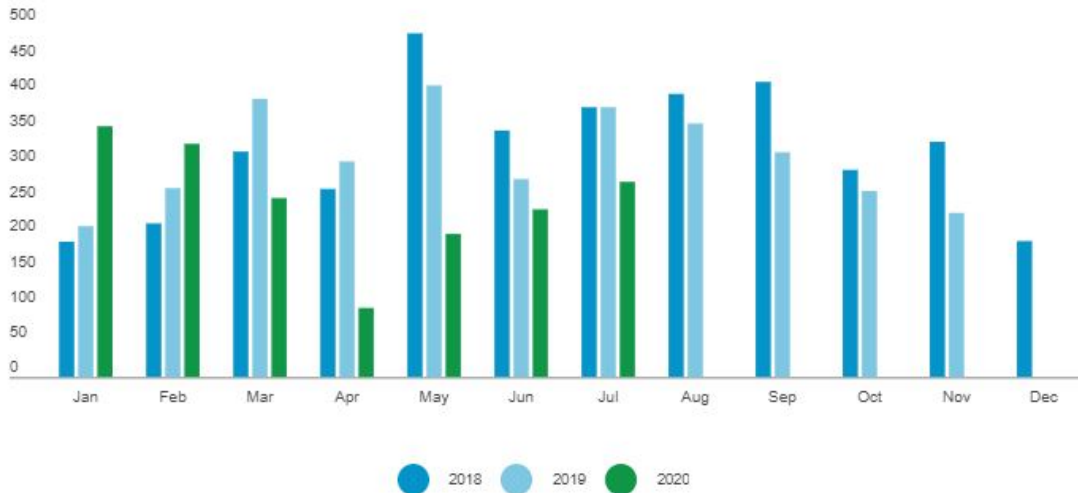
- Added more court time in August and September to help with backlog of animal cases (three hours per month)
- Reached dispositions on **271** cases
- Successfully holding court in person with social distancing
- Working through the hiring process for Court Specialist

Municipal Court



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

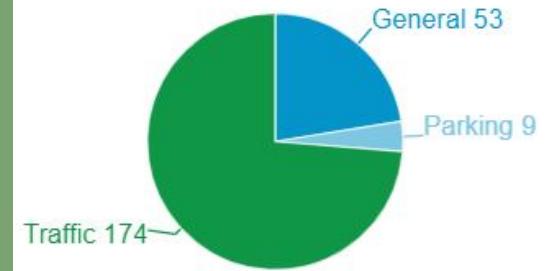
Total cases filed in Castle Rock Municipal Court: 2018-2020



	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	161	277						

Total cases filed in Castle Rock Municipal Court by type:

July 2020



July 2019

