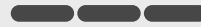


Town Manager's Office



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 **135** preventative maintenance activities and **23** custodial inspections, in addition to regular work order requests

Completed generator service and load bank testing

Completed roof inspections on Town buildings

Started design for basement remodel and exterior ramp at the Police Department

Started planning for addition/renovation of office space for Town Attorney department staff

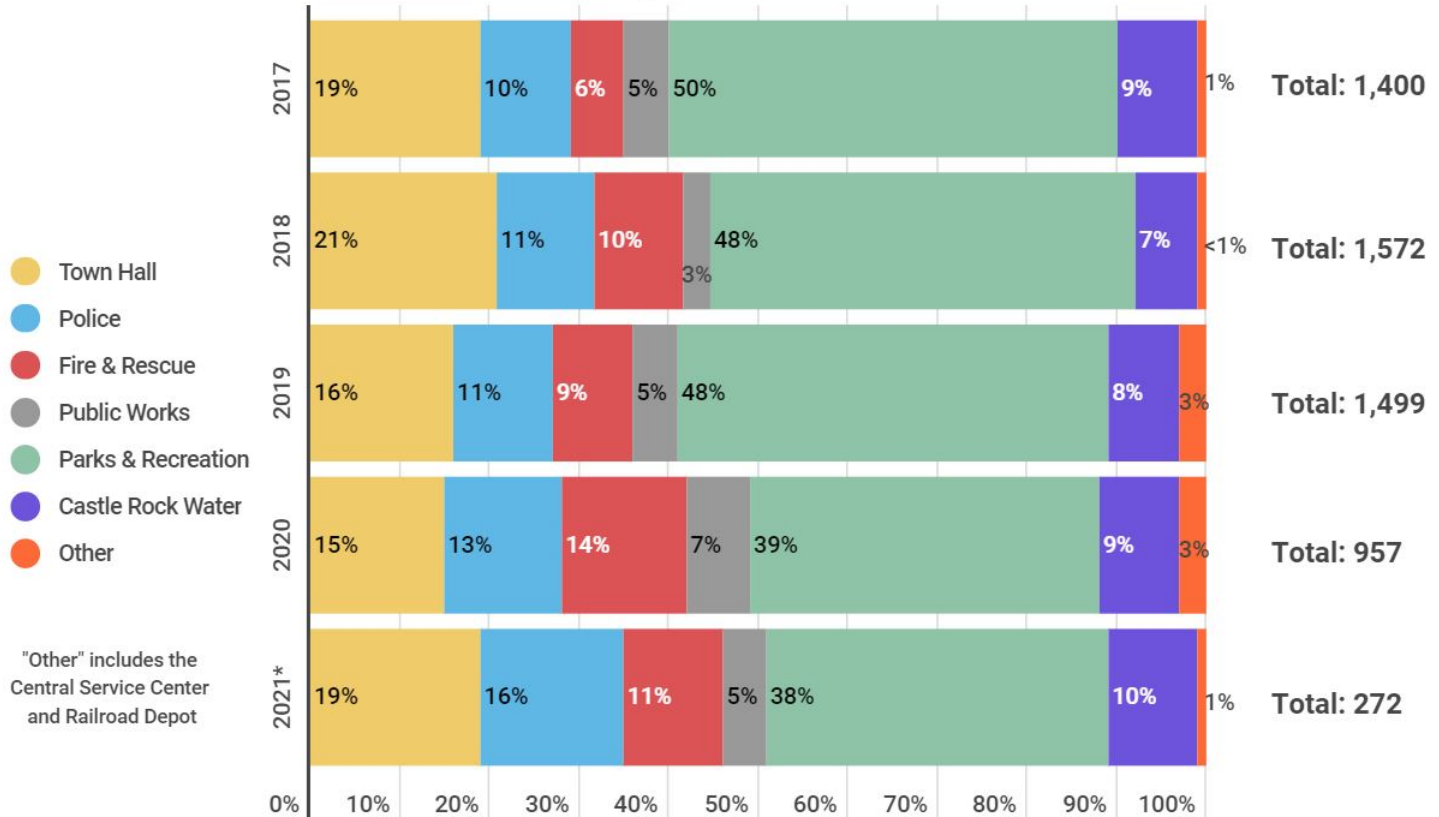
Assisted with fire sprinkler repair and logistics at Town Hall
Snow removal for one weather event in April

Continued facility sanitizing and disinfecting related to COVID-19 needs



Facilities Division

General Maintenance Work Order % by Department



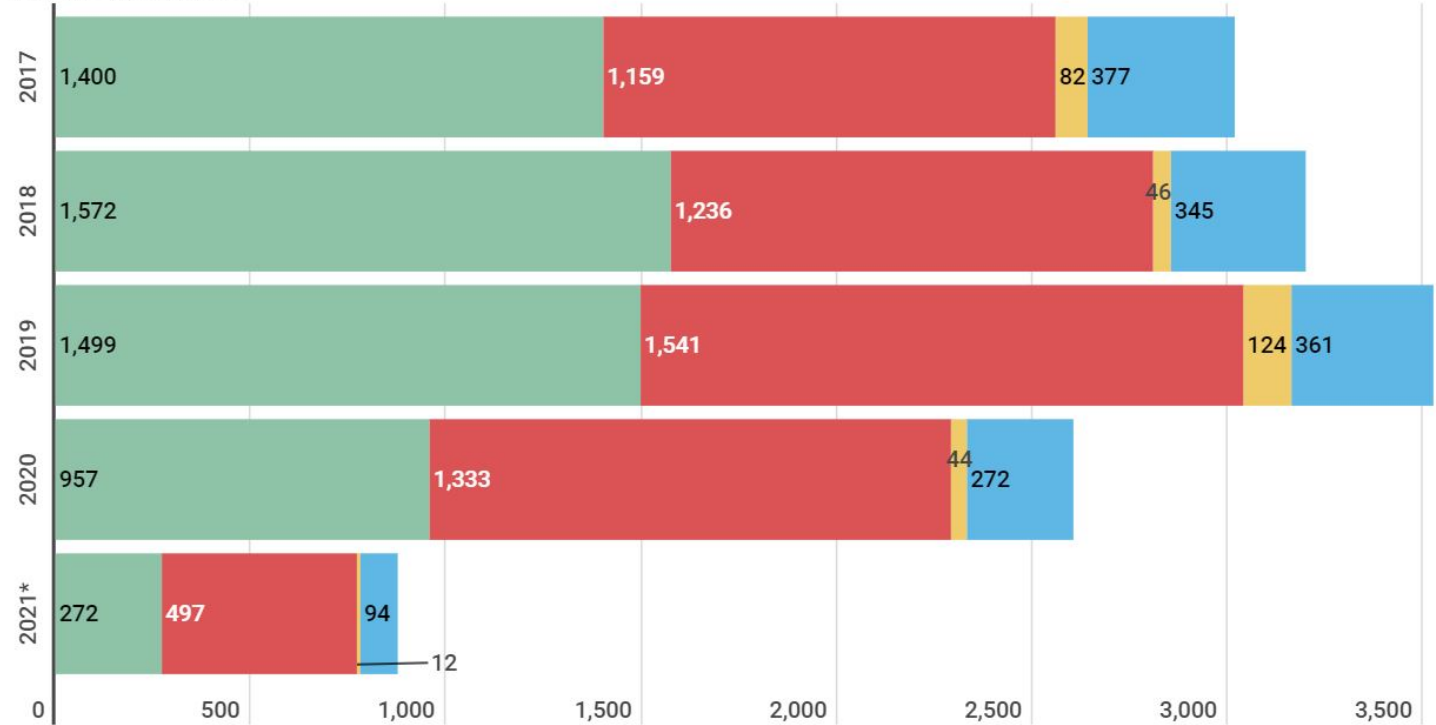
"Other" includes the Central Service Center and Railroad Depot

*2021 Work Orders reported through April



Facilities Division

All Work Orders



*2021 Work Orders reported through April

● 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



Conducted **six** Town-wide training classes

Go-live of Laserfiche Content Management
(Alchemy replacement)

Go-live of new Town-wide Backup System

2020 DRCOG Imagery go-live



Help Desk

Addressed **393** total tickets, with an average time to resolve of **56** hours

There were **no** emergency tickets this month

There were **27** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **242** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **34** total tickets, with an average open-to-resolve time of **144** hours

There were no annexations in April

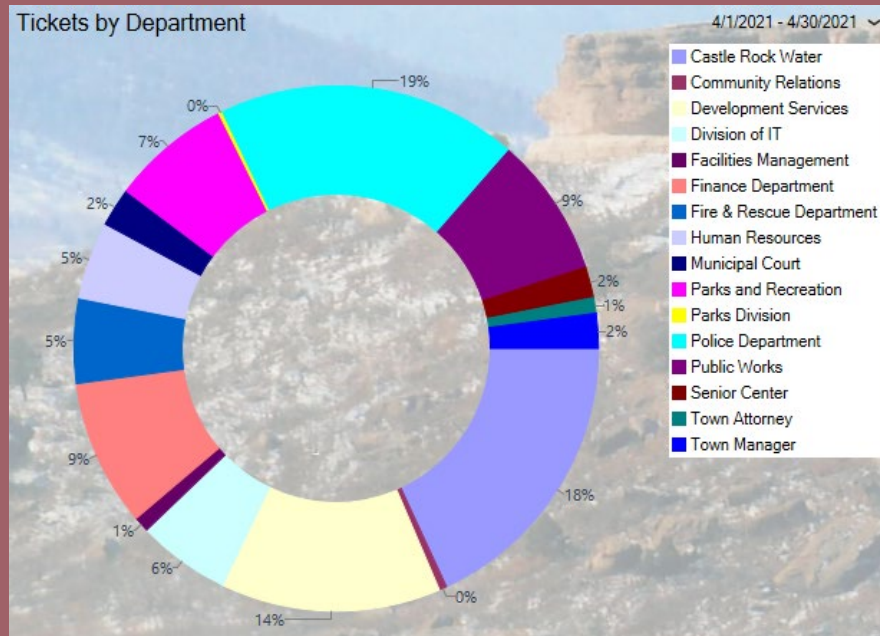
There were no zoning changes in April

There was **one** parcel update in April (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

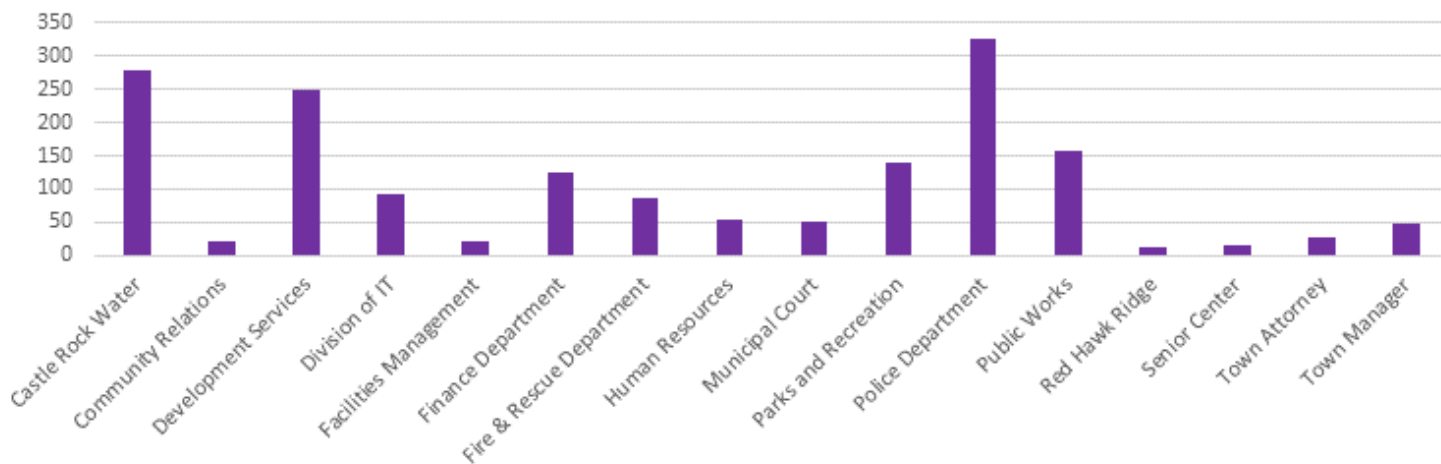
Division of Innovation and Technology



Tickets by Department



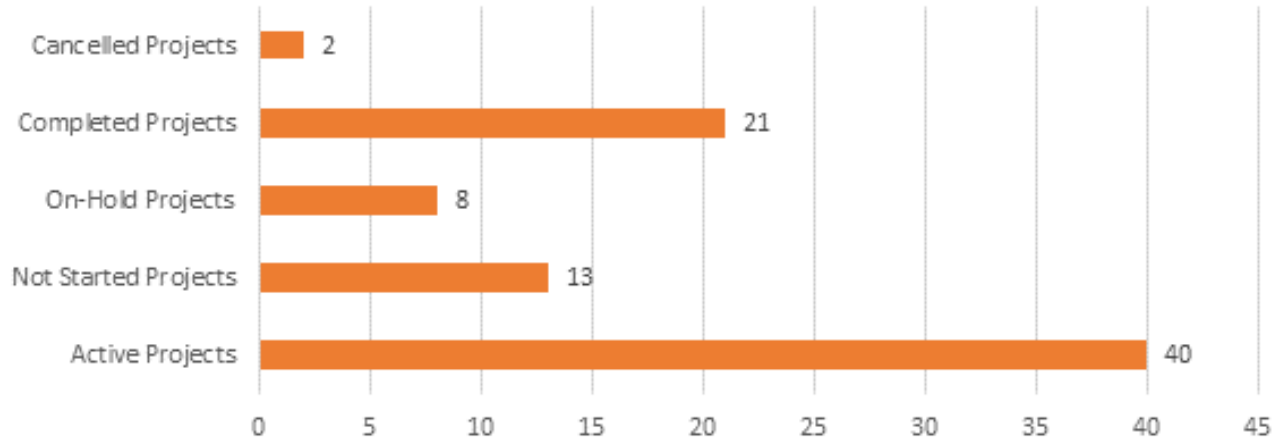
YTD Tickets = 1708



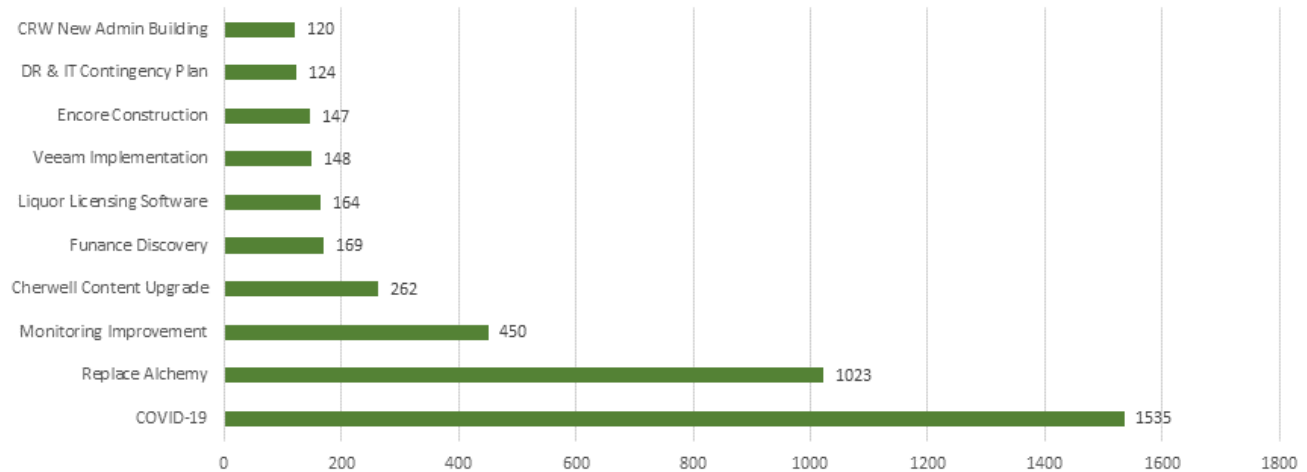
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



Key Accomplishments



In April, Community Relations supported the Summer Concert Series announcement and live interviews at the Amphitheater at Philip S. Miller Park with Fox31's Dan Duru. The team responded to **10** media requests and completed **three** publications: Your Town Talk, Rising Moon Way Traffic Calming letter, redistricting postcards for Districts 1, 2, 3, 4, 5, and 6.

Key Accomplishments



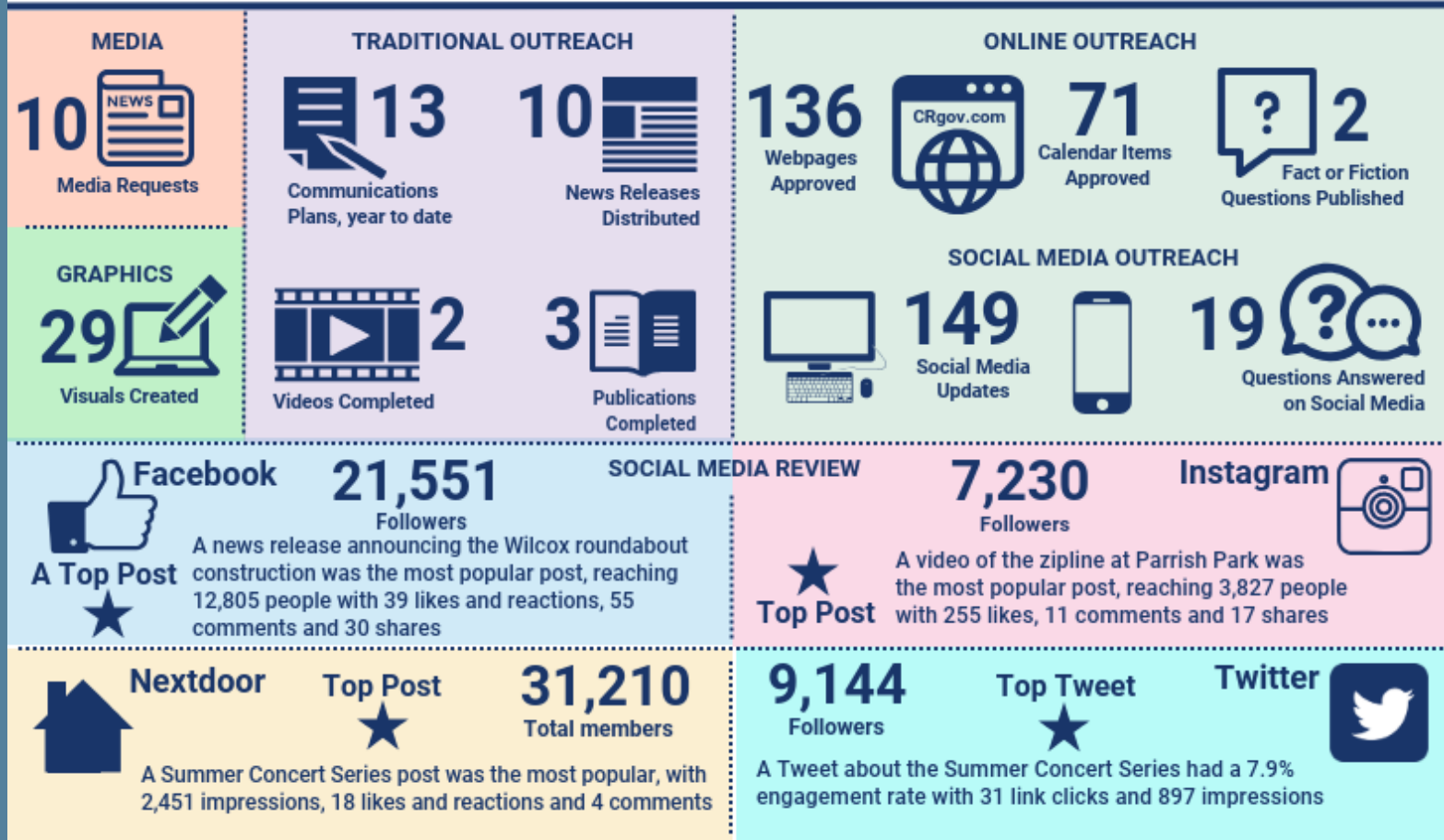
Staff during April provided information about:

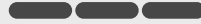
- [Uncover Castle Rock's story with a family scavenger hunt](#)
- Help paint positivity in Castle Rock; submit a photo before April 30
- [Make sure your summer rocks; 2021 Summer Concert Series tickets on sale now](#)
- Help keep Castle Rock's creeks clean at annual Spring Up the Creek event May 1
- [Wilcox and South streets roundabout project begins](#)
- [Closures along Coachline Road through May](#)
- Be a voice for your Town; board and commission applications due April 26
- Town seeks input on housing and community development needs; virtual meetings April 12 and 15
- April 6 and April 20 Council Updates

Hyperlinked items were available as of May 4.



Community Relations ■ April 2021 Report





Key Accomplishments



HR sat on **two** interview panels: Sales Tax PIF Specialist and Development Services Technician Supervisor

Human Resources



Welcome!

Employee Orientation

Five new full-time employees came on board during April

Congratulations!

Performance Evaluations

HR on **May. 5** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in April reviewed **52** 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!

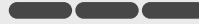
Employee Recognition

There were **two** recognitions in April

Well done!

Training

There were no training classes in April



Key Accomplishments



A position for Seasonal Arraignment Clerk position was posted and filled with a longtime volunteer and previous Teen Court member, Kourtni Wilmes

The Court team started the process of transitioning to in person hearings again while following all Covid-19 protocols

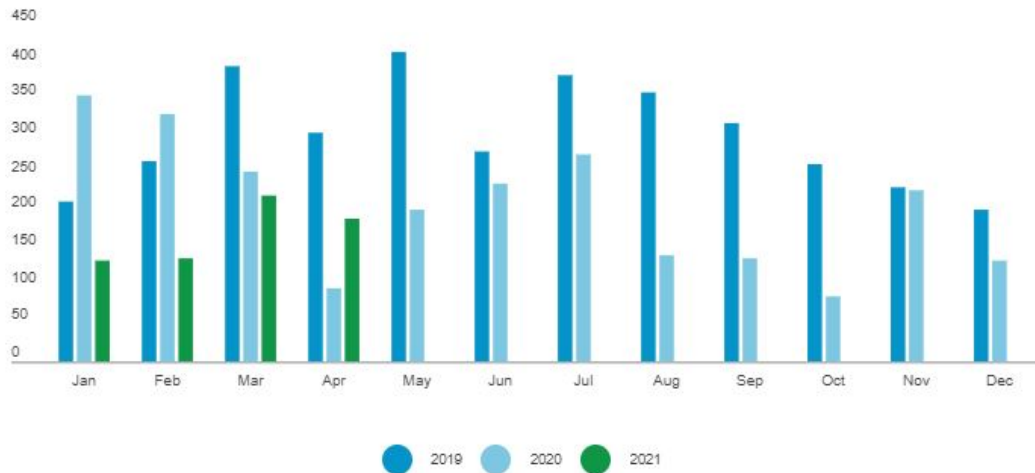
Staff participated in various trainings including Word Level III, Inspired Leadership, and Court Specific trainings through the Colorado Association of Municipal Court Administration

Municipal Court



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

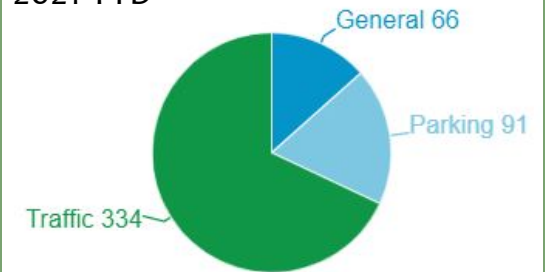
Total cases filed in Castle Rock Municipal Court: 2019-2021



	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	2,411
2021	135	138	222	191									

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

2021 YTD



2020 YTD

