

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

- Conducted **three** Townwide training classes
- Welcomed a new GIS Analyst, Shannon Thomas
- Performed application updates to Cartegraph, Obligation Management, Microsoft SCCM and HR Munis



Help Desk

Addressed **345** total tickets, with an average time to resolve of **95** hours

There were no emergency priority tickets this month

There were **50** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **188** medium priority tickets this month, **94%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

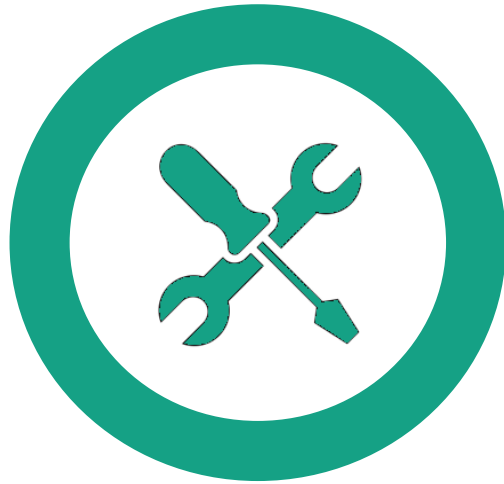
Addressed **28** total tickets, with an average open-to-resolve time of **150** hours

There were no annexations in March

There were no zoning changes in March

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

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



Facilities

Key Accomplishments

- Completed records for the development of an inventory-tracking system
- Continued supporting the Service Center addition and Public Safety Training Facility-North Building projects
- Installed an ADA door opener and oversaw several office moves at Town Hall
- Completed snow removal/deicing at Town Hall and Police Department on March 3, 4, 7, 14 and 15
- Assisted with various items during the Bomb Cyclone blizzard; including restoring power and heat to numerous buildings where it went out, opening the MAC as an emergency shelter and clearing snow at Town Hall and Police Department



Service Requests	Staff received 93 service requests in March and completed all of them within one working day unless parts or contracted labor were needed Staff responded to 11 after-hours emergencies during March, all within 30 minutes
Preventative Maintenance	Staff completed 119 preventative maintenance tasks during March, including: <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies• Testing backflows
Room/Event Setups	Staff completed 11 room/event setup requests during March, all within the timeframe requested
Custodial	Staff provided custodial services as scheduled during March, except for March 18-22 when the team was short staffed One custodial service request was completed this month Staff performed 27 custodial inspections to ensure proper service delivery



Human Resources

Key Accomplishments

- Nothing to report this month



Employee Orientation	Two new full-time employees came on board during March. They will attend new employee orientation on April 3
Performance Evaluations	HR on March 29 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations HR in March reviewed 27 performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met
Employee Recognition	HR facilitated 7 employee recognition opportunities during March
Training	HR hosted one training class in March: Legal Issues for Public Employers with 17 attendees



Community Relations

Key Accomplishments



- Hosted website content management training for departments Townwide
- Supported the District 2 and Pavement Maintenance Program open houses
- Responded to **four** Fact or Fiction questions and approved **60** webpages/calendar items on CRgov.com



Communication Plans and Publications	Year to date, Community Relations has worked on 16 communications plans <ul style="list-style-type: none">• During March, the team completed three publications: Your Town Talk, a District 2 open house postcard and the spring/summer edition of Outlook magazine• Also during March, 33 slides were published on the Town Hall LED sign
Media Relations	Staff during March responded to eight media requests, none of which were after hours
Informing the Community	Staff during March provided information about: <ul style="list-style-type: none">• <u>Animal code open house</u>• Board and commission vacancies• <u>Community garden applications</u>• <u>District 2 open house</u>• <u>Kratom open house</u>• “Open” community survey opportunity online• Parks and Recreation spring break and summer camps• <u>Rescheduled Pavement Maintenance Program open house</u>• Town Council update for March 5• <u>Wild in our Town program</u> <p>*the linked pages were available as of April 10, 2019</p>



Social Media and Video

Staff during March replied to more than **57** social media requests and issued **147** social media updates:

- Several social media posts during the Bomb Cyclone on March 13 and 14 were extremely popular:
 - Pictures of people seeking shelter at the MAC reached **15,864** people and received **1,109** reactions, comments and shares and **5,859** post clicks
 - An update on the snowplow crew's progress plowing the Town's roadways reached **10,037** people and received **436** reactions, comments and shares and **1,859** post clicks
 - A post about the National Weather Service extending the blizzard warning reached **16,341** people and received **512** reactions, comments and shares and **3,558** post clicks
- A post advertising the Parks and Recreation Department's cornhole league reached **7,288** people and received **167** reactions, comments and shares
- A post regarding Douglas County being named the healthiest community in the nation reached nearly **7,000** people and received **304** reactions, comments and shares
- A contest post on Instagram encouraging people to tag friends and follow CRgov reached **1,597** people and received **173** likes, **171** comments and **four** shares

Four videos were completed in March



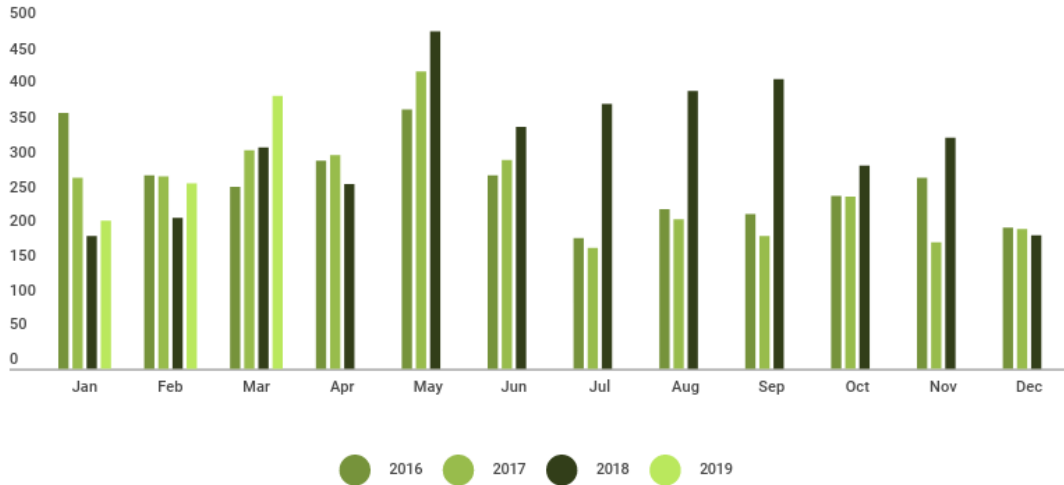
Municipal Court

Key Accomplishments

- Teen Court held its annual Volunteer Awards Ceremony at the Millhouse, recognizing the volunteers who have dedicated their time to serving Castle Rock Teen Court. The largest General Legal Training graduating class for Castle Rock Teen Court was celebrated this year!
- The Teen Court Coordinator, who is the Colorado Teen Court Association's president, worked with the association's board to re-structure the association to better serve its members
- The court staff successfully handled the "bomb cyclone" and the rescheduling of over 50 court hearings to a different day. The rescheduling was handled efficiently, effectively and with ease due to their organization and hard work



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	268	395										

Total cases filed in Castle Rock Municipal Court by type:

