

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** Town wide training classes
- Upgrade of No Knock database for data automation
- Implemented costs savings by upgrading DSL lines and Comcast ISP services



Help Desk

Addressed **506** total tickets, with an average time to resolve of **68** hours

There were no emergency priority tickets this month

There were **59** urgent priority tickets this month, **95%** of which were resolved within two calendar days (85% is goal)

There were **249** medium priority tickets this month, **96%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

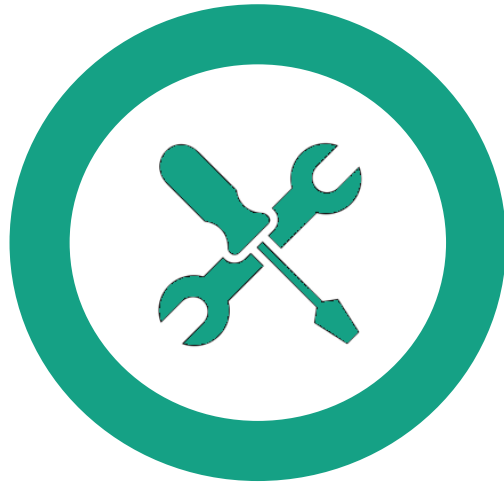
Addressed **35** total tickets, with an average open-to-resolve time of **96** hours

There were no annexations in May

There were no zoning changes in May

There were no parcel changes in May

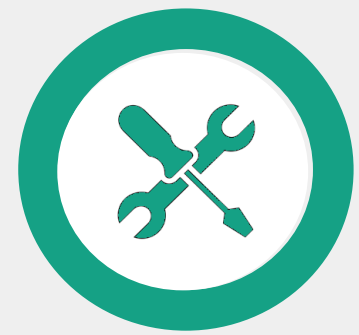
There were **12** In Your Backyard requests completed this month



Facilities

Key Accomplishments

- Completed outdoor pool openings
- Supported the annual Employee Appreciation Breakfast
- Completed snow removal/deicing at Town Hall and the Police Department on May 21



Service Requests	<p>Staff received 135 service requests in May and completed all of them within one working day unless parts or contracted labor were needed</p> <p>Staff responded to four after-hours emergencies during May, all within 30 minutes</p>
Preventative Maintenance	<p>Staff completed 130 preventative maintenance tasks during May, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies• Testing backflows
Room/Event Setups	<p>Staff completed 11 room/event setup requests during May, all within the timeframe requested</p>
Custodial	<p>Staff provided custodial services as scheduled during May except for May 13, when the team was short staffed</p> <p>There were three custodial service requests this month</p> <p>Staff performed 28 custodial inspections to ensure proper service delivery</p>



Human Resources

Key Accomplishments

- Healthy Living Team hosted **54** employees at a presentation on Deskercise
- Hosted the annual Employee Breakfast for over **350** employees



Employee Orientation	Three new full-time employees came on board during May and attended new hire orientation on May 5
Performance Evaluations	<p>HR on June 7 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in May reviewed 61 performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met</p>
Employee Recognition	HR facilitated six employee recognition opportunities during May
Training	HR hosted Five training class in May: <i>Performance Appraisal</i> with 18 attendees, <i>Workplace Respect</i> with 19 attendees, <i>DISC</i> with 17 attendees, <i>Mission, Vision and Values</i> with 36 attendees and <i>Inspired Leadership Training – Extended DISC</i> with 19 attendees



Community Relations

Key Accomplishments

- Supported the District 5 open house
- Responded to **six** Fact or Fiction questions and approved **72** webpages/calendar items on CRgov.com





Communication Plans and Publications	<ul style="list-style-type: none"> • Year to date, Community Relations has worked on 26 communications plans • During May, the team completed two publications: Your Town Talk and a Budget open house postcard • Also during May, 46 slides were published on the Town Hall LED sign
Media Relations	<p>Staff during May responded to two media requests, none of which were after hours</p>
Informing the Community	<p>Staff during May provided information about:</p> <ul style="list-style-type: none"> • <u>Summer Fitness Frenzy supports Adaptive Recreation</u> • <u>Parks and Recreation Five-Year CIP</u> • <u>Festival Park awards</u> • <u>Summer Concert Series</u> • <u>Tunes for Trails, Perks for Parks</u> • <u>Community Survey Results</u> • <u>First Friday's event series</u> • <u>Paddle days and Rueter-Hess Reservoir</u> • <u>Summer Fitness Series</u> • <u>Downtown farmer's market</u> • <u>Gateway Mesa Open Space trail construction</u> • <u>2020 Budget open house</u> • Public Works director retirement; interim director named • Historic Preservation Board and Public Art Commission collaboration • Town Council updates for May 7 and 21 <p>*hyperlinked items were available as of June 7, 2019</p>



Social Media and Video

Staff during May replied to more than **83** social media requests and issued **200** social media updates:

- Increased Instagram following by **3 percent**
- An Instagram story series highlighting National Public Works Week reached **17 percent** of our audience and received comments such as, “I’ve never thought about fleet services before! I’m enjoying this series – Thanks!”
- The Parks and Recreation Bond Video on Instagram TV (IGTV) reached **35 percent** of our audience and became the most viewed video on our Instagram account.
- A Parks and Rec post on Facebook about rattlesnakes was shared **78** times and reached **9,286** people.
- The general sentiment trend of Facebook remains positive, reaching its highest point when several people commented on the video of the dancing nana at the Rec Center, which continues to gain views and comments. Our first close to viral organic post.
- A Facebook post explaining Dignified Honor Motorcades received **342** likes, was shared **28** times and reached **6,821** people.
- A First Fridays promo video on Nextdoor received the highest reactions – **18** total plus **5** comments.

Nine videos were completed in May



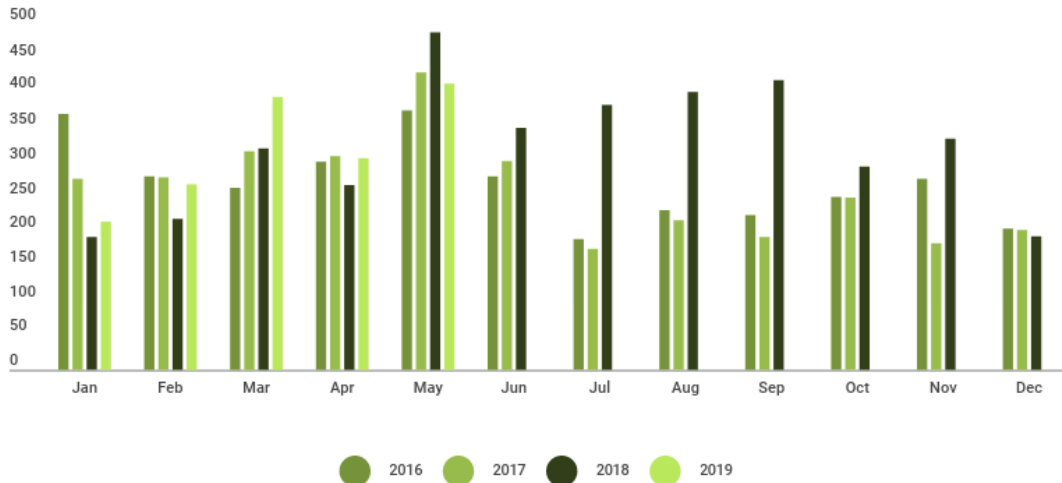
Municipal Court

Key Accomplishments

- Staff is working through the details of HB 19-1225 No monetary bail for certain low-level offenses
- We are also continuing work on a strategic plan for the Court
- Staff has automated traffic infractions, meaning we no longer spend time creating files for this case type, unless necessary. This reduces our paper use and increases efficiency
- On July 16, Alec Ybarra, a Teen Court volunteer and youth attorney, is releasing worldwide a film he directed, produced, and starred in here in Castle Rock. This film is based on a true and personal story addressing bullying. The trailer can be watched on the film's website, <https://www.unmarkedmovie.com/>



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	306	414								

Total cases filed in Castle Rock Municipal Court by type:

