

Town Manager's Office

Under the direction and guidance of the Town Manager and Assistant Town Manager, 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 **one** Town wide training class
- Go live with Brazos State eCitations and Victim's Assistance Tracking for Police as well as NearMap Aerial Imagery
- Town wide three year renewal of Microsoft Enterprise licenses
- Munis 2018.3 HR upgrade
- Welcomed a new GIS Specialist



Help Desk

Addressed **448** total tickets, with an average time to resolve of **68** hours

There were **four** emergency priority tickets this month, 100% of which were resolved within 1 calendar day (80% is goal)

There were **57** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **216** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

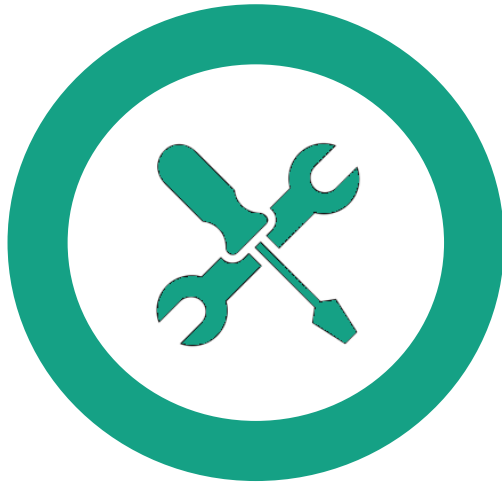
Addressed **44** total tickets, with an average open-to-resolve time of **98** hours

There were no annexations in June

There were no zoning changes in June

There were no parcel changes in June

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



Facilities

Key Accomplishments

- Inspected roofs on Town facilities following hail storms
- Began working with contractor to remove the Town-owned former gas station at 830 N. Wilcox St.
- Installed racking for new inventory-management system in warehouse at new Central Service Center



Service Requests	Staff received 123 service requests in June and completed all of them within one working day unless parts or contracted labor were needed Staff responded to two after-hours emergencies during June, both within 30 minutes
Preventative Maintenance	Staff completed 130 preventative maintenance tasks during June, including: <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies• Testing backflows
Room/Event Setups	Staff completed 4 room/event setup requests during June, all within the timeframe requested
Custodial	Staff provided custodial services as scheduled during June though with one less on the crew due to an employee being on leave There were no custodial service requests this month Staff performed 25 custodial inspections to ensure proper service delivery



Human Resources

Key Accomplishments

- **124** employees engaged in multiple activities around Town in June as part of the Healthy Living Team
- HR sat on **two** interview panels, Assistant Town Manager and Accounting Technician/Purchasing



Employee Orientation	Three new full-time employees came on board during June. One attended new hire orientation on June 5 and two will attend on August 7, as there will be no orientation in July due to the Independence Day holiday
Performance Evaluations	HR on June 28 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations HR in June reviewed 30 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 eight employee recognition opportunities during June
Training	HR hosted three training class in June: <i>HR Survival Kit</i> with 10 attendees, <i>Coaching with Positive Feedback</i> with 23 attendees and <i>Leading Difficult Conversations</i> with 22 attendees



Community Relations

Key Accomplishments

- Supported the 2020 Budget open house
- Responded to **four** Fact or Fiction questions and approved **107** webpage and **18** calendar items on CRgov.com





<p>Communication Plans and Publications</p>	<ul style="list-style-type: none"> • Year to date, Community Relations has worked on 28 communications plans • During June, the team completed one publication: <i>Your Town Talk</i>
<p>Media Relations</p>	<p>Staff during June responded to 11 media requests, two of which were after hours</p>
<p>Informing the Community</p>	<p>Staff during June provided information about:</p> <ul style="list-style-type: none"> • Your Town Academy • Annual Bike to Work Day • <u>Road closures planned for Butterfield Crossing Drive reconstruction</u> • <u>New video shows how the Town insists on quality growth while honoring past commitments</u> • <u>Adventure Club Preschool earns high rating from State of Colorado</u> • <u>Animals Around the Rock educational series</u> • Town fireworks display • <u>New sculptures invite the public to encounter art</u> • <u>Report highlights Castle Rock's financial transparency</u> • <u>Gas station purchase will make way for future interchange improvements</u> • <u>Town hosts annual family bike ride by the light of the moon</u> • Free Concert at PSM Park July 5 • Be aware of seasonal scams • First ever Parade of Gardens highlights local water-wise landscapes • June 4 Council update • June 18 Council update <p>*hyperlinked items were available as of July 8, 2019</p>

Social Media

Staff during June replied to more than **46** social media requests and issued **142** social media updates:

Facebook

- A video about driving roundabouts with the Wingman was our most popular post for the month, reaching **30,630** people. It was shared **98** times and received **33** comments and **108** likes on our page alone. Including shares, it received **678** reactions, comments and shares
- A video of Fire Chief Croom talking about fireworks safety reached **6,062** people, was shared **19** times and received **29** likes. This was a huge increase for our Spotlight on Safety posts
- Another popular post worth noting was a news release about the purchase of the gas station at 830 N. Wilcox St. It reached **13,611** people, was shared **7** times, and received **17** comments and **35** likes
- Two other top posts were the Entitlements video and a news release about 4th of July fireworks

Instagram

- Increased Instagram following by **3** percent
- #crlocallove cup contests continue to be a hit. A giveaway post featuring the Mayor reached **1,675** people, and received **164** likes and **90** comments, leading to **175** profile visits
- A post from the rooftop of Town Hall, showing the setup of First Fridays reached **1,396** people, received **93** likes, **3** comments and **12** shares. This post was the highest number of shares we have received on Instagram to date
- The most-viewed story for the month was a boomerang of the Parks team installing the new art piece at Festival Park

Nextdoor

- The roundabout video was successful on Nextdoor as well, with **16** comments and **2,814** impressions
- A news release about seasonal scams received the highest number of likes for the month, **6** comments and **3,704** impressions
- A news release about new art installations in Town received **3,761** impressions
- A news release about fireworks received **4,208** impressions and **8** comments

Graphics and Video

Ten videos were completed in June

Graphics enhance what we communicate, making our messages more interesting, engaging and effective: In June, staff created **29** social media graphics; developed branding for **three** department initiatives; designed **two** department ads and **three** posters; supported Budget Open House graphic needs; and worked on **seven** miscellaneous requests including T-shirt artwork design for the Parrish Park opening and repairing Parks and Recreation's Philip S. Miller logo files

Also during June, **45** slides were published on the Town Hall LED sign



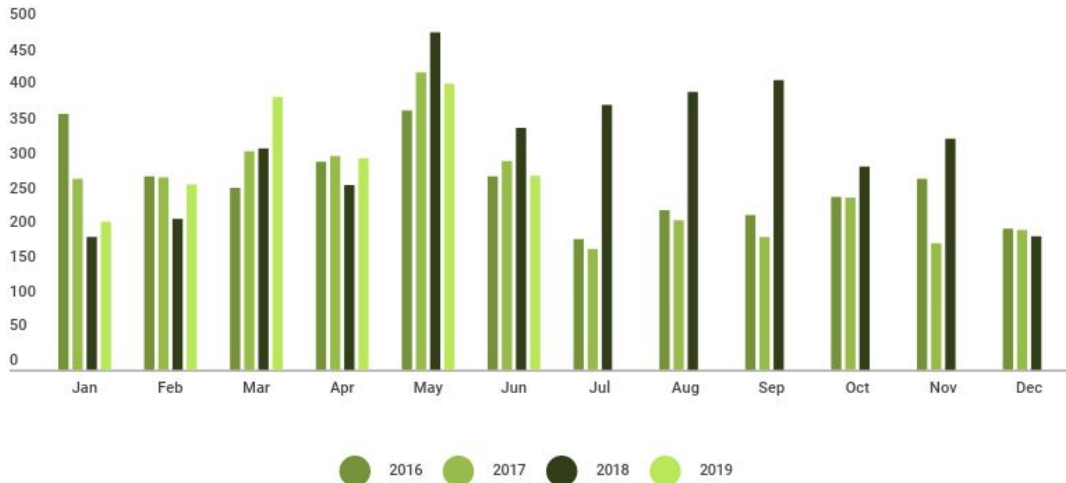
Municipal Court

Key Accomplishments

- Staff is working to fill a vacancy for Court Clerk after the employee who held that position moved out of state with her family
- Staff has been preparing for the annual Teen Court General Legal Training, to be facilitated July 9 to 29. Sixteen new youth volunteers are participating in this training. Five employees from Municipal Court and Castle Rock Police Department, including Victim Advocates and Detectives, will be present during the training



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	281							

Total cases filed in Castle Rock Municipal Court by type:

