

Town Manager's Office

Under the direction and guidance of the Town Manager and Assistant Town 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.



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
- Welcomed a new GIS Analyst, Ben Aldridge
- Implemented a new Town-wide VPN
- Replaced 14 end-of-life intersection cameras



Help Desk

Addressed **401** total tickets, with an average time to resolve of **73** hours

There were **no** emergency tickets this month

There were **52** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **260** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

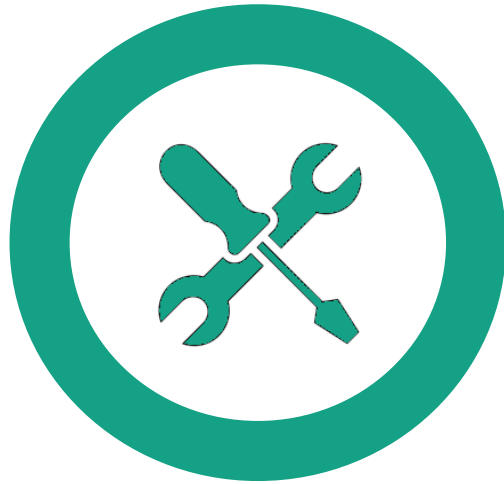
Addressed **51** total tickets, with an average open-to-resolve time of **131** hours

There were no annexations in July

There were no zoning changes in July

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

There were **21** In Your Backyard requests completed this month



Facilities

Key Accomplishments

- Oversaw the installation of a new backup generator at Fire Station 153
- Completed safety inspections at Town properties with Town insurer, CIRSA
- Continued supporting construction of the Service Center addition and of the Public Safety Training Facility – North Building



Service Requests	<p>Staff received 126 service requests in July and completed all of them within one working day unless parts or contracted labor were needed</p> <p>Staff did not respond to any after-hours emergencies during July</p>
Preventative Maintenance	<p>Staff completed 151 preventative maintenance tasks during July, 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 9 room/event setup requests during July, all within the timeframe requested</p>
Custodial	<p>Staff provided custodial services as scheduled during July though with one less on the crew due to an employee being on leave</p> <p>There were four custodial service requests this month</p> <p>Staff performed 33 custodial inspections to ensure proper service delivery</p>



Human Resources

Key Accomplishments

- Healthy Living Team hosted **38** employees at a presentation on vitamins and supplements
- HR sat on one interview panel in July, Fire Logistics Division Chief



Employee Orientation	13 new full-time employees came on board during July. Six will attend new hire orientation on August 7 and the remaining will attend after completion of Fire and Police Academy training.
Performance Evaluations	<p>HR on July 30 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in July reviewed 25 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 two employee recognition opportunities during July
Training	HR hosted two training class in July: <i>DISC</i> with 16 attendees and <i>Fully Engaged Leadership</i> with 18 attendees



Community Relations

Key Accomplishments

- Supported the Town's \$2 million check presentation to Arapahoe Community College for the Sturm Collaboration Campus
- Responded to **two** Fact or Fiction questions and approved **85** webpages and **39** calendar items on CRgov.com





Communication Plans and Publications	<ul style="list-style-type: none">• Year to date, Community Relations has worked on 29 communications plans• During July, the team completed three publications: <i>Your Town Talk</i>, <i>Outlook Magazine</i> and the Parrish Park Grand Opening postcard
Media Relations	Staff during July responded to 7 media requests, none were after hours
Informing the Community	<p>Staff during July provided information about:</p> <ul style="list-style-type: none">• <u>Play, learn and explore at Small Fry Field Day – Aug. 21</u>• <u>Don't send "postcards from the road"; live music and more at Festival Park Aug. 2</u>• <u>Go behind the scenes with Castle Rock Police during National Night Out Aug. 6</u>• <u>Watch the Wild West come to life as Castle Rock welcomes the Fair and Rodeo</u>• <u>"Rumor has it" Clay Walker will play the PSM Amphitheater July 21</u>• <u>Enter to win a lawn makeover worth \$8,000 in Castle Rock Water's ColoadoScape contest</u>• <u>Founders Parkway and Allen Way improvements set to begin</u>• Can't stop First Fridays; live music and more at Festival Park July 5• Grant funding available for local nonprofits; applications due Aug. 1• July 2 Council update• July 16 Council update <p>*hyperlinked items were available as of July 8, 2019</p>

Social Media

Staff during July replied to more than **70** social media requests and issued **152** social media updates:

Facebook

- A video about the fireworks show reached **24,719** people, with **154** likes, **49** comments and **56** shares. This was the most popular post overall in July
- A post about the changing of the American Flag on top of the Rock reached **6,023** people, with **277** likes, **13** comments and **15** shares. This post was the most liked post for the month

Instagram

- Our Instagram following increased by **4** percent
- A video advertising Western Heritage Welcome reached **1,604** people, with **99** likes, **seven** comments, **seven** saves and **30** shares. This was the most popular post and most shared post to date

Nextdoor

- The most popular post on Nextdoor in July was the news release regarding Founders Parkway and Allen Way improvements. It had **5,038** impressions, **21** likes and **18** comments

Graphics and Video

Ten videos were completed in July

Graphics enhance what we communicate, making our messages more interesting, engaging and effective:

During July, staff created **59** social media graphics. Staff also designed Outlook magazine, two postcards and worked on branding for the monthly employee meetings

Also during July, **52** slides were published on the Town Hall LED sign



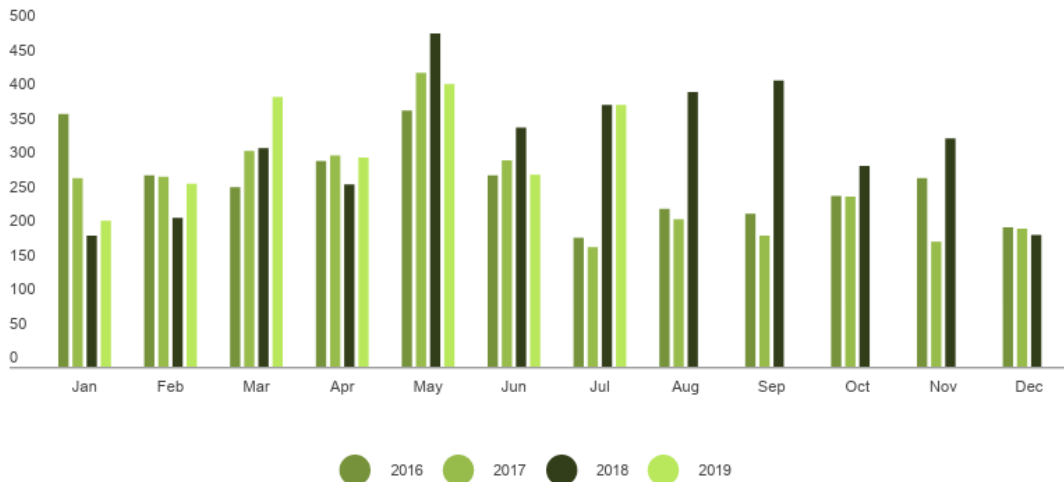
Municipal Court

Key Accomplishments

- Teen Court hosted the annual General Legal Training for new volunteers. Seventeen students successfully completed the training which covered multiple topics including: the court system, victims and restorative justice. Several staff members from the Court and Police Department helped to facilitate the training
- Welcomed a new Court Technician, Kris Oberle, to fill a vacancy. She starts on August 19 and previously worked for the Town of Parker in Customer Service



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	383						

Total cases filed in Castle Rock Municipal Court by type:

