

# 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.



## 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 **two** Town-wide training classes
- DoIT staff presented Cartegraph OMS to the Southwest Park and Rec Training Institute
- Jordan Donnelly received his Cisco CCNA certification
- Major upgrade to the audio/visual system in Council Chambers
- Go live on the new sales tax software, Salesforce



## Help Desk

Addressed **471** total tickets, with an average time to resolve of **89** hours

There were **no** emergency tickets this month

There were **50** urgent priority tickets this month, **96%** of which were resolved within two calendar days (85% is goal)

There were **235** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

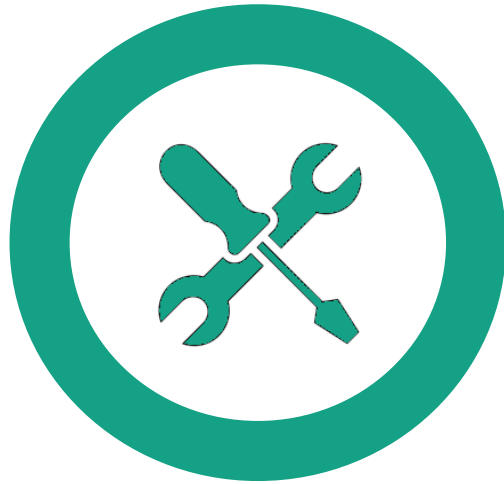
Addressed **32** total tickets, with an average open-to-resolve time of **186** hours

There were no annexations in August

There were no zoning changes in August

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

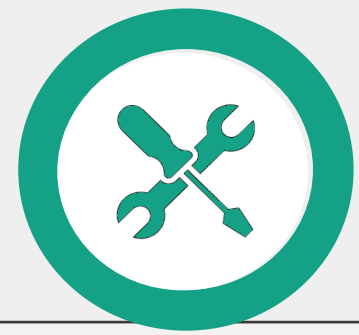
There were **13** In Your Backyard requests completed this month



Facilities

## Key Accomplishments

- Completed annual Rec Center maintenance shutdown and oversaw Rec Center parking lot repairs
- Prepared structures at 830 N. Wilcox St. for demolition which is planned to occur in September
- Continued supporting construction of the Service Center addition



<b>Service Requests</b>	<p>Staff received <b>117</b> service requests in August 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 August</p>
<b>Preventative Maintenance</b>	<p>Staff completed <b>128</b> preventative maintenance tasks during August, including:</p> <ul style="list-style-type: none"><li>• Checking buildings</li><li>• Lubricating fitness equipment</li><li>• Replacing light bulbs</li><li>• Stocking supplies</li><li>• Testing backflows</li></ul>
<b>Room/Event Setups</b>	<p>Staff completed <b>7</b> room/event setup requests during August, all within the timeframe requested</p>
<b>Custodial</b>	<p>Staff provided custodial services as scheduled during August. The custodial team continues to search for staff to fill three vacancies on the team and is working to deliver services as scheduled to Town departments</p> <p>There were <b>two</b> custodial service requests this month</p> <p>Staff performed <b>35</b> custodial inspections to ensure proper service delivery</p>



Human Resources

## Key Accomplishments

- Healthy Living Team hosted **43** employees for a Tai Chi class
- HR sat on **one** interview panel in August, Castle Rock Water Administrative Assistant



<b>Employee Orientation</b>	<p><b>Six</b> new full-time employees came on board during August. <b>One</b> attended new hire orientation on August 7 and <b>five</b> will attend new hire orientation on September 4</p>
<b>Performance Evaluations</b>	<p>HR on <b>August 30</b> provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in August reviewed <b>22</b> 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>
<b>Employee Recognition</b>	<p>HR facilitated <b>six</b> employee recognition opportunities during August</p>
<b>Training</b>	<p>HR hosted <b>three</b> training class in August: <i>Professional Presentation Skills</i> with 19 attendees and the Leadership training classes included <i>The Power of Habit</i> with 19 attendees and <i>Power Planning</i> with 19 attendees</p>



Community Relations

## Key Accomplishments

- Provided talking points for the ACC for the Sturm Collaboration Campus grand opening events
- Facilitated message and media training for staff and Council
- Supported the Deputy Zack S. Parrish III Memorial Park opening event
- Supported the Castle Rock Water ColoradoScape contest
- Responded to **one** Fact or Fiction question and approved **105** webpages and **60** calendar items on CRgov.com







<b>Communication Plans and Publications</b>	<ul style="list-style-type: none"><li>• Year to date, Community Relations has worked on <b>32</b> communications plans</li><li>• During August, the team completed <b>one</b> publication: <i>Your Town Talk</i></li></ul>
<b>Media Relations</b>	Staff during August responded to <b>11</b> media requests, <b>four</b> were after hours
<b>Informing the Community</b>	<p>Staff during August provided information about:</p> <ul style="list-style-type: none"><li>• <a href="#"><u>East plum Creek Trail southern extension opening</u></a></li><li>• Fill the Boot with Castle Rock Fire and Rescue</li><li>• <a href="#"><u>First Fridays - Artrageous performing troupe</u></a></li><li>• <a href="#"><u>American Red Cross preparedness training</u></a></li><li>• <a href="#"><u>Shape the future of fire and rescue services</u></a></li><li>• <a href="#"><u>Phenomenal new park opens</u></a></li><li>• Castle Rock Recreation Center planned maintenance closure</li><li>• Summer Concert Series – the Guess Who</li><li>• Summer Concert Series – Denver Pops</li><li>• Cobblestone Ranch park open house</li><li>• Tunes for Trails free concert – Junior Varsity Blues</li><li>• Town contributes \$2 million to Sturm Collaboration Campus</li><li>• Aug. 20 Council updates</li></ul> <p>*hyperlinked items were available as of September 9, 2019</p>

## Social Media

Staff during August replied to more than **86** social media requests and issued **176** social media updates:

### Facebook

- A post highlighting the memorial at Deputy Zack S. Parrish III Memorial Park at night organically reached **17,706** people, received **699** likes, **254** loves, **32** wows with **63** comments and **79** shares. A post sharing daytime photos of the park also reached **8,686** people, with **374** likes, **115** loves, **42** comments and **27** shares
- A post sharing the five finalists in the ColoradoScape contest and asking followers to vote reached **28,146** people, with **763** likes/reactions, **1,027** comments and **328** shares. The winning video received **1,000** likes!

### Instagram

- Increased following by **5** percent.
- The most popular post for the month was a picture of the freshly painted Little Free Library in Festival Park which reached **1,796** people, with **168** likes, **3** comments and **3** saves

### Nextdoor

- Increased members by **2** percent.
- The most viewed post on Nexdoor was regarding the closure of Allen Way with **4,575** impressions and **17** thanks

### Twitter

- A Tweet about the Parrish Park opening was the most popular for the month

## Graphics and Video

**Nine** videos were completed in August

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

During August, staff created **20** social media graphics, branding for the East Plum Creek Trail extension opening celebration and the State of the Town event, and designed the DRCOG board meeting and PII Recycling Event posters

Also during August, **48** slides were published on the Town Hall LED sign



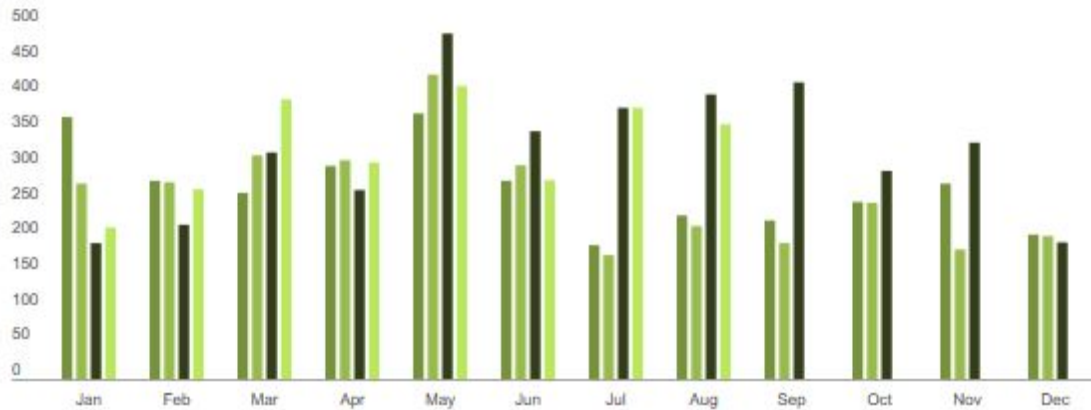
Municipal Court

## Key Accomplishments

- Teen Court hosted a joint volunteer appreciation party with the City of Lone Tree Teen Court. The Court is grateful for the over 1,300 volunteer hours our youth volunteers donate per year. They contribute to this community in a very meaningful way and help to deter juvenile crime in our community

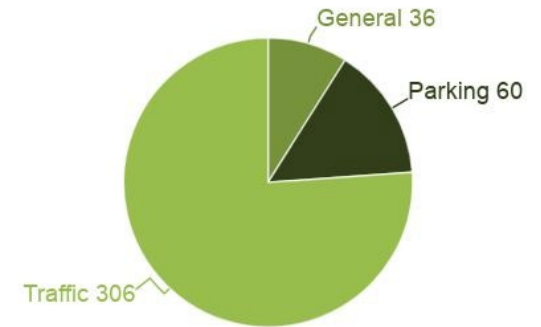


## Total cases filed in Castle Rock Municipal Court: 2016-2019

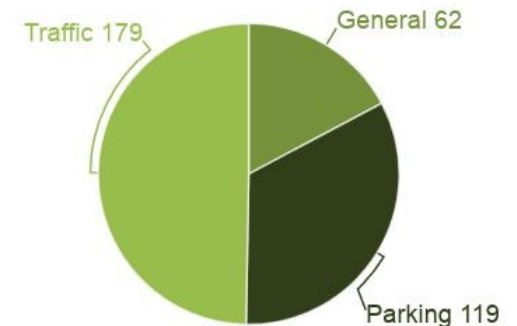


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	370	280	263	301	375	280	189	231	224	250	276	204	3,243
2017	276	278	316	309	430	302	175	216	192	249	183	202	3,128
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214	268	395	306	414	281	383	360					

## Total cases filed in Castle Rock Municipal Court by type:



August 2018



August 2019