

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

- 2019 Computer Replacement project completed with **195** replacements Townwide
- DoIT conducted **five** Townwide training classes in September
- Supported the installation of a new generator at the Police Department
- Implemented NearMap, a solution to view and analyze aerial images, for all Town departments



Help Desk

Addressed **361** total tickets, with an average time to resolve of **91** hours

There were **no** emergency tickets this month

There were **47** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **176** medium priority tickets this month, **94%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

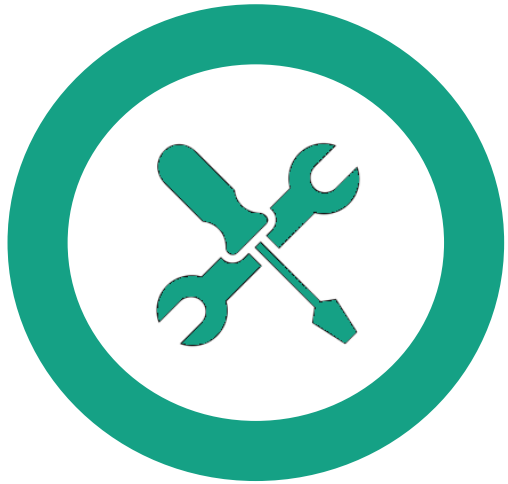
Addressed **22** total tickets, with an average open-to-resolve time of **132** hours

There were no annexations in September

There were no zoning changes in September

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

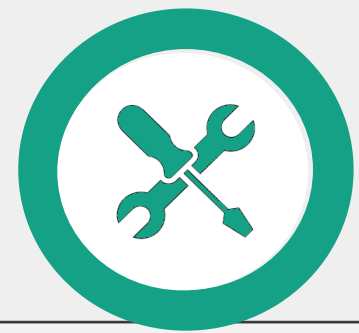
There were **seven** In Your Backyard requests completed this month



Facilities

Key Accomplishments

- Oversaw siding installation at Fire Station 154. Project completion is expected in October
- Completed winterization of Burgess outdoor pool and building
- Continued to support demolition and remediation at 830 N. Wilcox
- Installation of new backup generator at Police Department. Testing and completion is planned for October



Service Requests	<p>Staff received 173 service requests in September 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 September</p>
Preventative Maintenance	<p>Staff completed 154 preventative maintenance tasks during September, 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 five room/event setup requests during September, all within the timeframe requested</p>
Custodial	<p>Staff provided custodial services as scheduled during September and has one vacant position at this time</p> <p>There was one custodial service request this month</p> <p>Staff performed 24 custodial inspections to ensure proper service delivery</p>



Human Resources

Key Accomplishments

- Healthy Living Team hosted **60** employees for a game of corn hole at the MAC
- HR sat on **one** interview panel in September, Accounting Technician/Purchasing



Employee Orientation	Five new full-time employees came on board during September. One attended new hire orientation on September 4 and four will attend new hire orientation on October 2
Performance Evaluations	HR on September 27 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations HR in September reviewed 15 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 two employee recognition opportunities during September
Training	HR hosted two training class in September: <i>Managing Upward</i> with 21 attendees and the <i>Conflict that Counts</i> with 16 attendees



Community Relations

Key Accomplishments

- Kicked off Townwide web team training and Intranet redesign project
- Assisted Public Works with PMP survey, traffic calming communication and snow training animations
- Supported the East Plum Creek Trail grand opening
- Approved **113** webpages and **41** calendar items on CRgov.com





Communication Plans and Publications	<ul style="list-style-type: none">• Year to date, Community Relations has worked on 33 communications plans• During September, the team completed four publications: <i>Your Town Talk</i>, Mayor's State of the Town evite, PMP survey postcard and Traffic Calming Program postcard
Media Relations	Staff during September responded to four media requests, one was after hours
Informing the Community	<p>Staff during September provided information about:</p> <ul style="list-style-type: none">• Town Council previews and updates for the Sept. 3 and 17 meetings• <u>Town Council to consider several items for continued conservative financial management</u>• Celebrate trails for a good cause at Castle Rock Trail Festival• Glow and dance for a good cause; Adaptive Recreation fundraiser• Household Chemical Roundup• Pooch Plunge for a paw-sitive cause• Teen Advisory Group volunteers needed• Castle Rock Fire and Rescue earns grant to purchase Hands-Only CPR manikins <p>*hyperlinked items were available as of October 7, 2019</p>

Social Media

Staff during September replied to more than **49** social media requests and issued **133** social media updates:

Facebook

- The Spooktacular event was posted on Sept. 27 and in within a few days reached **14,500** people, with **916** people going or interested in the event
- A post about the 9-11 memorial outside of CRFD Station 151 reached **14,273** people with over **1,000** likes, **30** comments and **97** shares. Comments were positive and residents posted photos of visiting the memorial and some left flowers

Instagram

- Increased followers by **4%**
- The most popular post for the month was a resident photo of a train in front of the Rock, which reached **1,956** people, with **284** likes, **six** comments, **five** shares and **five** saves
- The most viewed stories were of Dan and James from the Streets Division, showing how the Town mixes salt for winter snowplowing

Nextdoor

- The most viewed post on Nextdoor was a weather update for the East Plum Creek Trail Opening and First Fridays on Sept. 6
- The most engaging post for the month was the Suicide Prevention Month video with **19** likes and **seven** comments.

Twitter

- The most popular Tweet was the September events video

Four videos were completed in September

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

During September, staff created **28** social media graphics (**six** were animated) and developed branding for the State of the Town event, employee recycling event and Specific Response Registry

Also during September, **37** slides were published on the Town Hall LED sign

Graphics and Video



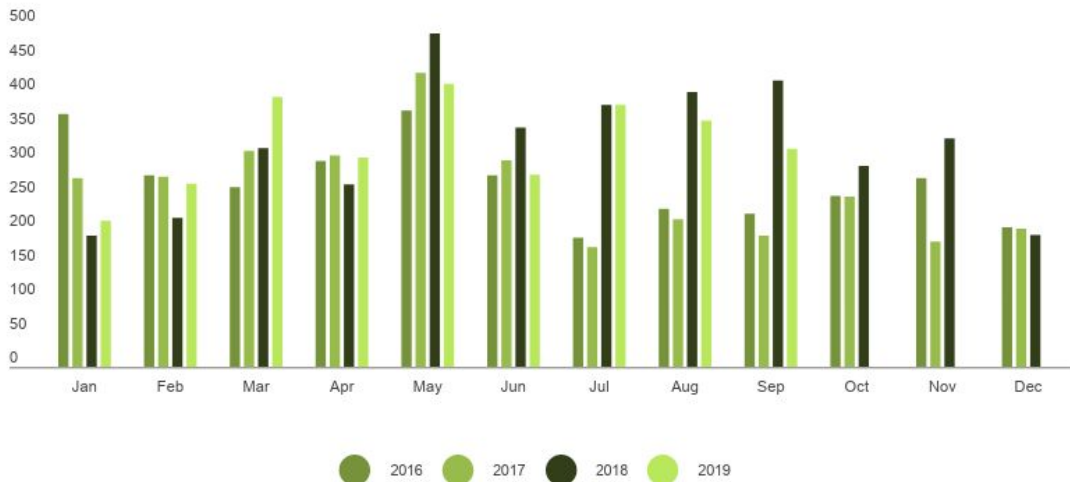
Municipal Court

Key Accomplishments

- Castle Rock's Teen Court was featured in a spotlight article in the Colorado Municipal League publication "Colorado Municipalities"
- Teen Court hosted the annual Colorado Teen Court Association conference. Representatives from teen courts, prospective programs and other partners from all over the state were present. Roundtable discussions were facilitated to help courts getting started or looking to improve. Local psychotherapist Mary Ellen Mann gave a two-hour talk concerning trauma, trauma-informed care and secondary trauma to help attendees better understand and assist the youth they work with
- The Municipal Court has completed a draft three-year strategic plan for stakeholder feedback

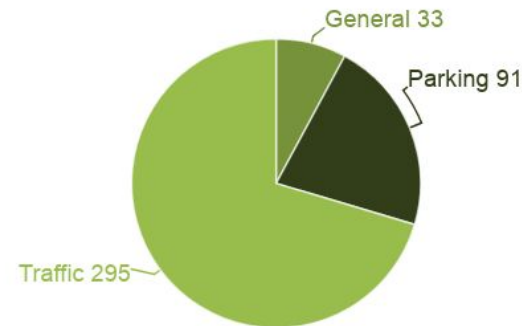


Total cases filed in Castle Rock Municipal Court: 2016-2019

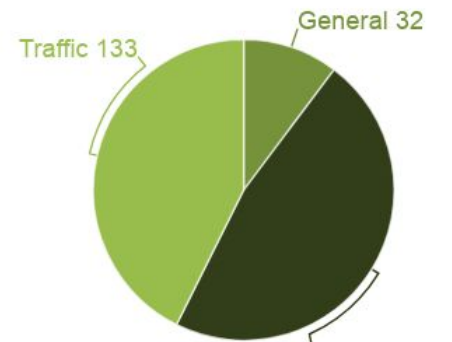


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	370	280	263	301	375	280	189	231	224	250	276	204	3,243
2017	276	278	316	309	430	302	175	216	192	249	183	202	3,128
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214	268	395	306	414	281	383	360	319				

Total cases filed in Castle Rock Municipal Court by type:



September 2018



September 2019